

TOWN CLERK'S OFFICE

GENERAL

The Town Clerk's office maintains the official records of the Town as set forth in the Code of Virginia and the Town Charter. Minutes are defined as an official journal of the Town Council proceedings and document all legislative actions of the governing body. In accordance with the Town Manager's policy, established January 1, 2001, all Council minutes should be prepared and scheduled for approval no later than 30 days following each meeting.

A primary objective of the Department of Information Services for FY 2002 was the installation of an imaging system to digitize and organize Town records. The Town Clerk's office was selected as the "pilot" for the project, which was successfully implemented in February 2002.

ADMINISTRATIVE SUPPORT

During FY 2002, the Town Clerk's office provided administrative support to the Mayor, Town Council, and Town Manager. The Town Clerk's office researched and prepared appropriate responses to incoming correspondence from citizens for the Mayor, Town Council, and Town Manager's review.

Support was provided for twenty public hearings, nineteen work sessions, and nine special work sessions and other meetings. Special meetings included joint work sessions with the Herndon Planning Commission to discuss the status of the Capital Improvement Program (Six Month Report and Policies for the Future) and a joint work session with the Planning Commission and the Herndon Cultural Arts Center Advisory Committee to discuss the site selection and feasibility findings for the Herndon Cultural Arts Center. Other meetings included the presentation of the Community Relations Working Group recommendations, Heritage Preservation Review Board interviews, and various closed meetings. All meeting notices were prepared and distributed to the Mayor, Town Council, and press in accordance with notification requirements, which included notice of special sessions, special closed meetings, changes in regular meeting times, special meeting notices for various boards and commission meetings, and meeting notices for the Herndon Cultural Arts Center Advisory Committee and the Zoning and Subdivision Ordinance Revision Project (ZSORP) Advisory Committee.

Summaries of Town Council actions were prepared and distributed to members of the staff and press immediately following meetings. Agendas and approved Town Council minutes were provided to the general public and Town staff, upon request.

The Town Clerk's office provided administrative assistance to other departments on an as needed basis. During FY 2002, support was provided for the annual budget, annual calendar, annual report, annual Mayor's Cup Golf Tournament, annual Mayor's Volunteer Appreciation Night, and various dedication, memorial, and ribbon cutting ceremonies.

The Town Clerk served as the Town's liaison for the Herndon district offices of Congressman Davis, Delegate Rust, and Dranesville District Supervisor Mendelsohn and worked cooperatively with respective staff persons on matters of mutual interest concerning the Town of Herndon.

The Town Clerk's office ensured that the Mayor, members of the Town Council, and selected members of the Town's boards and commissions and Town staff filed, in a timely manner, the appropriate Statements of Economic Interests and/or Disclosure of Real Estate Holdings pursuant to the State and Local Government Conflict of Interests Act. During FY 2002, appointments to the Town's various boards and commissions were monitored, and the appropriate forms were transmitted to newly appointed members.

Research assistance was provided to the general public and Town staff. The Town Clerk's office provided free notary service to the general public, and attested documents for Town officials and Town staff.

SPECIAL PROJECTS

During FY 2002, the Town Clerk's office participated in special projects, as assigned by the Mayor, Town Council, and Town Manager. During FY 2003, the Town Clerk will work with administrative staff to prepare, for the Mayor and Town Manager's consideration, draft guidelines to standardize and make consistent town-wide memoranda and correspondence. Once a standard is approved, the Town Clerk will develop a timeline to cross train the Town's administrative staff on use of templates.

ELECTION

The Town Clerk's office worked closely with the Fairfax County Electoral Board on the May 2002 election. Refreshments were provided for the Election Officials.

RESOLUTIONS AND ORDINANCES

The Mayor and Town Council acted on a total of one hundred fifty-one resolutions and thirty-two ordinances in FY 2002. Of those, the Town Clerk's office drafted fifty-seven resolutions for the Council's consideration. The Town Clerk's office also prepared written expressions of appreciation, various honorary citizen certificates, and certificates of responsible citizenship.

The Town Clerk's office transmitted all amendments to holders of the Town Code, immediately following adoption by the Town Council. Four Code supplements were prepared and submitted to the Municipal Code Corporation. Individual assistance was provided to the general public, the Town staff, and various members of the Town's boards and commissions in using and updating their copies of the Code.

LEGAL ADVERTISEMENTS

One hundred and fifty legal advertisements of public hearings were placed with the Town's legal advertiser, The Observer. The Town Clerk's office ensured the accuracy and proper publication of legal advertisements appearing in the newspaper.

BOARDS AND COMMISSIONS

The Town Clerk's office maintained and provided updated listings of current members of the Town's various boards and commissions, as well as updated information regarding the Mayor and Town Council, key staff, homeowners associations, area clubs and organizations, and congressional contacts. The listings were distributed to the general public and Town staff.

The Town Clerk's office continued to monitor all Talent Bank applications on file. On a monthly basis, staff prepared and transmitted letters to those individuals whose applications had been on file for two years, giving the individuals an opportunity to update their applications.

Upcoming appointments to the Town's various boards and commissions were monitored throughout the year, and timely notification of these appointments were provided to the Mayor and Town Council.

OATHS OF OFFICE

The Town Clerk and Deputy Town Clerk administered oaths of office to newly appointed members of the Town's boards and commissions. The Town Clerk's office coordinated the swearing-in of the 2002-2004 Herndon Town Council and contacted the Honorable John Frey, Clerk of Circuit Court, Fairfax County, to administer the oaths of office.

NEWS RELEASES

On behalf of the Mayor and Town Council, the Town Clerk's office drafted and distributed eleven news releases for publication in the local press and governmental magazines.

DEDICATIONS, MEMORIALS, RECEPTIONS, AND ASSEMBLIES

- Swearing-in and transition of interim Mayor and Council, January 2002.
- Tour of visiting dignitaries from France, January 2002.
- Coordination of Town representatives and member of Council to attend Aguila Award presentations with Attorney General John Ashcroft, sponsored by the Hispanic American Police Command Officers Association (HAPCOA), January 2002.

- Interjurisdictional meeting with Fairfax and Loudoun, March 2002.
- Coordination of Town representatives and member of Council to attend meeting with Secretary of State, March 2002.
- Arbor Day celebration at the Herndon Harbor House, April 2002.
- Town election, May 2002.
- Swearing-in, reception, and transition of 2002-2004 Mayor and Council, June 2002
- Sister Cities official gift, June 2002.
- Numerous special meetings, dinner, and interviews of prospective candidates for boards/commission.
- Numerous tours of pre-school and elementary school children and scouts were conducted of the Herndon Municipal Center, Council Chambers, Town Hall, and the Depot. Information packets about the history of the Town were provided as well.
- Transition of Mayor's office, June 2002.

CROSS TRAINING AND EMPLOYEE DEVELOPMENT

Cross training continued among staff. Additional tasks were reassigned and delegated to the Deputy Town Clerk and Legislative Assistant. The Legislative Assistant attends Council work and public sessions and cross training continues on the preparation of minutes. Employee development opportunities included:

Deputy Town Clerk:

- Certified Municipal Clerks' Institute in September 2001 as part of the requirements for Certified Municipal Clerk status.
- 10-week Spanish course, November 2001-February 2002.
- Laser Fiche/Imaging training by consultant, February 2002.
- Virginia Municipal Clerk's annual conference in April 2002 as part of the requirements for Certified Municipal Clerk status.
- Virginia Municipal Clerk's Association regional meeting, June 2002 as part of the requirements for Certified Municipal Clerk status.

Legislative Assistant:

- Virginia Association of Government Archives & Records Administrators annual conference in October 2001.
- Ten-week Spanish course, September-December 2001.
- Laser Fiche/Imaging training by consultant, February 2002.

THIS PAGE INTENTIONALLY LEFT BLANK

TOWN ATTORNEY

GENERAL

The Town Attorney serves as legal advisor to the Mayor, Town Council, boards and commissions of the Town and Town staff.

The contract Deputy Town Attorney, Manuel A. Capsalis, prosecutes all traffic and criminal misdemeanor offenses committed within the Town, including violations of Town ordinances and works with the Town Attorney on other projects that involve this function.

LEGISLATIVE PROGRAM

The Town Attorney provided staff support and legal advice to the Mayor and Town Council in the development, adoption, and distribution of the 2002 Legislative Program. The Town Attorney assisted the Mayor and Town Council and requested that the 2002 General Assembly pass a charter change allowing candidates running for election to not identify themselves by party, and pass a telecommunications bill concerning public right-of-way fees. The Town also supported the VML's opposition to the proposed Public Safety Employer-Employee Cooperation Act, which would allow collective bargaining with public safety employees, including police officers.

ORDINANCES AND RESOLUTIONS

The Town Council adopted twenty-six ordinances and thirteen resolutions drafted by the Town Attorney during FY 2002. Among these measures were ordinances strengthening mayoral powers to sign deeds and other legal instruments, creating a residential permit parking program, enforcing parking fines, implementing special collection fee for Can-It program; and resolutions seeking approval to file two delinquent tax collection cases, completing the lease for Neighborhood Resource Center at Dulles Park Shopping Center, authorizing judicial action against a zoning violation, and adopting the Northern Virginia Law Enforcement Mutual Aid Agreement of 2002.

LITIGATION

The Town Attorney, among other legal actions, represented (and continues to represent) the Town in a zoning violation case concerning an illegal day care business, filed a criminal action for an overcrowding violation, and continued to defend the Town concerning the demolition of 150 Spring Street (which has since been turned over to insurance attorney). The Town Attorney collected \$33,703 on behalf of the Town in FY 2001-2002 as a result of delinquent real estate tax, zoning violation fee collection, and business license collection activities.

PROSECUTION

The Deputy Town Attorney handles the prosecution in the Fairfax County General District Court of all traffic and criminal misdemeanor offenses committed within the Town, as well as all appeals of such cases to the Fairfax County Circuit Court. The Deputy Town Attorney also handles all probation violations, bond hearings, motions and sentencing hearings in both the General District Court and the Circuit Court for all traffic and criminal misdemeanor offenses committed within the Town.

In coordination with the Town of Herndon Police Department, the Deputy Town Attorney continued a program to monitor individuals sentenced for crimes committed in the Town, to assure compliance with probation or suspended jail time. The Deputy Town Attorney successfully prosecuted numerous individuals for subsequent offenses and probation violations, which resulted in additional jail time for repeat offenders and probation violators. The Deputy Town Attorney with the Town Attorney also continued a program instituted last year to bring petitions of interdiction against habitual drunkards in the Town of Herndon. As a result of this program, several individuals have been prosecuted, convicted and incarcerated as interdicted habitual drunkards.

The Deputy Town Attorney lectured the Town's newest class of police officers, as well as citizens enrolled in the Town's Citizen Police Academy, youth enrolled in the Town's Youth Police Academy, and Herndon High School students.

DAY TO DAY LEGAL WORK

Since July 2001, the Town Attorney's office reviewed or prepared 231 legal instruments; responded to 525 citizen inquiries; notarized twenty documents for the public; and prepared forty-one written legal opinions for Town staff, Mayor, and Town Council.

HUMAN RESOURCES OFFICE

GENERAL

The Human Resources office provides comprehensive personnel management services for all Town employees. It is the goal of the Town to employ and develop the highest quality individuals to provide outstanding services to the citizens and to meet the organization's mission of "Enriching the Quality of Life and Promoting a Sense of Community."

Additionally, the Human Resources staff coordinates the preparation and production of the Town's annual budget.

BUDGET

The Human Resources office, along with the Department of Finance and the Town Manager's office played a significant role in developing the recommended FY 2003 budget adopted by Town Council. The Government Finance Officers Association (GFOA) recognized the FY 2002 budget with a "Distinguished Budget Presentation Award." This was the Town's eleventh consecutive GFOA budget award.

PERSONNEL STAFFING

Recruitment was a dominant focus during FY 2002. Despite early indications that attrition was slowing, by the end of the fiscal year the turnover rate for regular status positions was 17.0 percent, an increase from the FY 2001 attrition rate of 16.2 percent and the FY 2000 rate of 14.3 percent. The Human Resources Office worked closely with departments to utilize more creative and effective recruitment sources. Over the past several years, in order to retain highly qualified employees, the Town enhanced the employee benefit package by adding incentives such as flex time, increasing the educational assistance benefit and expanding the retirement program. Exit interviews were conducted with departing employees to solicit feedback to assist with evaluating employment with the Town of Herndon. This information may help the Town to remain an employer of choice.

Recruitment activity included fifty-four regular, seasonal, and temporary position openings that were advertised. A total of 176 employees were hired in FY 2002, which included thirty-eight regular employees and 138 temporary/seasonal employees. In particular, a significant amount of effort was invested in recruiting and selecting for positions in Public Works, Parks and Recreation, Community Development and the Police Department.

Five Town employees were promoted. Selection tests were administered to seven clerical applicants, thirty-six communications technician applicants and 124 police officer applicants. Testing for Communications Technician and Police Officer positions is on-going in order to have a ready pool of candidates. Eight police officers and five communications technicians were hired

during the fiscal year. The Human Resources Office prepared a request for proposal for consultant services to conduct the selection process for the newly created police corporal positions, and assisted in this process.

A new initiative in FY 2002 was the establishment of a pool of Town temporary office assistants. In lieu of using temporary clerical staff from employment agencies, a pool of Town temporary office assistants was created to support departments on an as needed basis to assist with special projects or to fill in during an employee absence. Employees from this pool were used in the Departments of Finance, Public Works, Neighborhood Resources and the Town Attorney's office for a total of 743 hours. This resulted in cost savings to the Town of approximately \$3,500.

The total number of regular employee positions authorized by the FY 2003 budget is 245, an increase of five from the adopted FY 2002 budget. The five new positions include two Police Officers and a Lieutenant in the Police Department, a Community Inspector in the Department of Community Development and a Management Analyst in Information Services. Monies saved from position vacancies during FY 2002 totaled a net of approximately \$347,600.

In FY 2002, five unemployment claims were filed and paid. Fifty-four workers compensation claims were filed. There were three involuntary terminations of regular status employees, nine resignations in lieu of dismissal, eight formal disciplinary actions and no grievances were filed.

ALTERNATIVE SOURCES OF LABOR

The Town continued its use of alternative sources of labor, including college interns in the Police Department. The Town cooperated with the Fairfax County Sheriff's Department to use supervised prison laborers and individuals sentenced to community service to maintain Town grounds and facilities. A dedicated Police Support Team put in over 2,050 volunteer hours. Additionally, numerous volunteers assisted the Town in various capacities, including the completion of office tasks, grounds maintenance, preparation of reports, instruction at the community center, the Herndon Festival, and operation of the golf course. The Town benefited from 11,888 hours of alternative labor in FY 2002. The value of this labor was approximately \$95,104.

COMPENSATION

A 2.0 percent cost-of-living increase was granted to all employees on July 1, 2002. During FY 2002, the pay-for-performance salary increases for regular status employees averaged 4.9 percent with a range of 0 to 7.0 percent available. A one-time bonus of 3 percent of salary was awarded to twenty-two top-of-scale regular employees who performed in the superior range of the pay-for-performance system.

CAREER DEVELOPMENT

Fifteen employees completed 43 college level courses through the Town's educational assistance program in FY 2002.

The Career Development Program (CDP) was continued in the Police Department for all eligible police candidates. In addition, six Police Corporal positions were added to the career development program to serve in a supervisory role in the absence of the squad Sergeant. Eighteen officers, including four Corporals and four Senior Sergeants, participated in the CDP.

BENEFITS

Benefits available to regular full time employees, and on a pro-rata basis to regular part time employees, include leave for vacation, sick, bereavement, military, civil service, and holidays. Employee insurance coverage includes health and dental insurance, short and long-term disability, and term life insurance through the Virginia Retirement System (VRS). Two employees utilized short-term disability benefits and three employees used long-term disability benefits during FY 2002. The Town participates in the VRS pension plan and offers a supplemental pension plan for sworn police officers.

The Employee Assistance Program (EAP) offers counseling to employees and family members for personal problems that may affect work performance. The first eight visits are free of charge, with subsequent visits charged on a sliding scale. Eleven employees, or 9.17 percent of the work force, used the EAP during the FY 2002, as compared to the average use rate of 7.76 percent for all participants in the Northern Virginia Employee Assistance Consortium during the same time period.

The flexible benefits plan (Section 125) allows deferrals using pre-tax dollars for health and dental premiums, medical and dental expenses not covered by insurance and childcare expenses. This program allowed the Town to avoid an estimated \$20,617 in FICA expenses in FY 2002.

In an effort to encourage more employees to participate in a self-managed retirement or savings program, the Town implemented the cash match program in which the Town contributes up to \$10 per pay period to the Deferred Compensation accounts of qualified employees. The deferred compensation plan (457) is available for all employees to invest in a variety of options on a tax deferred basis. In July 2001, eighty-four employees participated in the deferred compensation program. Largely as a result of this new program participation increased by 25 percent during the fiscal year and as of June 30, 2002, 105 employees were participating in the deferred compensation program.

Other benefits include membership opportunity in two credit unions; discount legal services and supplemental life insurance funded solely by the participating employee; and the purchase of U.S. Savings Bonds through payroll deductions.

TRAINING

Basic communication in Spanish was conducted through the Northern Virginia Center for Employee Development. Twenty-nine employees completed one of two ten-week sessions that were offered. Five employees received flagger certification training, required by the Virginia Department of Transportation for all employees with flagger responsibilities. Thirty-seven employees took computer training in Word, Access, Excel, and Project Management. Training on mail handling precaution was coordinated by the Human Resources Office and conducted by the Herndon Police Department for all interested employees.

BONUS PROGRAM

An employee monetary bonus program was implemented to recognize the significance of providing superior service to all Town customers. Ninety-seven point six percent of 300 randomly selected Town residents surveyed by telephone were satisfied or very satisfied with the customer service skills of Town employees. Bonuses were awarded to regular employees, as well as to seasonal/temporary employees with a minimum of 200 hours of service, in an amount proportionate to the customer satisfaction level.

POLICY DEVELOPMENT

An ordinance to amend Chapter 54, Personnel, of the Town Code was adopted by Town Council on June 11, 2002. Amendments were made to reflect benefit modifications adopted in the FY 2002 and FY 2003 budget ordinances and to incorporate housekeeping changes required to clarify actual policy and practice.

EMPLOYEE RELATIONS

Improving communications within the Town organization is a continuing priority. The employee newsletter was published five times during FY 2002. The Town Manager and Human Resources Manager conducted biennial employee meetings at various Town locations and times during the day. Town events, programs, benefits, and policies were discussed. Informational meetings for employees were held at various times throughout the year with benefit representatives. In May 2002, a very successful Employee Benefits Fair was held providing all employees and their families the opportunity to meet directly with benefit providers and to receive various wellness screenings.

The Employee Advisory Committee (EAC), consisting of employees from all Town operations and chaired by the Human Resources Manager, met as needed during the year. Town policies and employee activities were discussed. In addition, the EAC participates in local service programs including providing toys and food to LINK during the holiday season.

During FY 2002, the management team sponsored two well-attended lunchtime picnics for all employees. The annual employee recognition and awards luncheon was held in December 2001. Service awards were presented to five employees with five years of Town service, six employees with ten years, ten employees with fifteen years, six employees with twenty years, and one employee with twenty-five years of service.

Town employees participated in the United Way campaign for the twelfth consecutive year. The Parks and Recreation and Golf Course Departments headed the 2001 campaign. In order to increase awareness of the campaign, a raffle and a pie-throwing contest were held in conjunction with the fall Management Team picnic. All proceeds from the raffle and the contest went to the United Way Campaign. The 2001 campaign raised \$12,353 for the United Way, and the Town received, the United Way Silver Award for a successful 2001 campaign.

THIS PAGE INTENTIONALLY LEFT BLANK

INFORMATION SERVICES

Information Services is responsible for designing, installing, managing and maintaining the information and telecommunication applications and infrastructure that support all Town operations. The Town's network supports approximately two-hundred users in ten locations. The focus of Information Services to date has been the development of a solid information infrastructure upon which can be delivered applications designed to solve Town business problems. FY 2002 was a watershed year in the delivery of such applications.

Throughout the course of the past few years, Information Services has focused its attention primarily on developing a scalable information infrastructure. This infrastructure included building high bandwidth data circuits designed to adequately meet data communication requirements and aggressive management of desktop and server hardware and software.

To control costs and ensure that the information infrastructure is in position to support the current and future requirements placed upon it, Information Services relies upon the life cycle replacement program outlined in the Town's CIP as well as strict enforcement of standards. The Town continues to standardize on the Microsoft Office suite of desktop applications running on Pentium-based platforms three quarters of which were manufactured by Dell. No workstation on the Town network is over four years old. Each PC is replaced in its fourth year of service which ensures that the delivery of applications will never be a problem. The same program applies to all network file servers. Microsoft Exchange is the Town's messaging standard. Although a small pocket of Lotus cc:Mail messaging still exists, these will be eradicated by December 2002. Computer Associates Inoculate IT and monthly signature updates combined with e-mail protection provided by Easylink, Inc. protects Town computers from viruses, worms, spam, and other hoaxes. The Town continues to maintain one IBM AS/400 running municipal applications developed by HTE, Inc. primarily meeting financial and human resources data requirements. Over the past year the Town has installed other mission critical database applications on the Microsoft structured query language (MS-SQL) database platform. To maintain these standards the Director of Information Service is consulted on all IT budget requests and he maintains approval authority over all IT related purchase requests.

Because of this solid infrastructure put into place in previous years, Information Services was placed in a position to begin delivering applications specifically designed to assist Town departments in meeting specific missions. The first of these was installation of the SQL based public safety software solution in FY 2002. Computer-aided dispatch (CAD), records management (RMS), and mobile field reporting software developed by OSSI, Inc. replaced the AS/400 based CAD and RMS applications manufactured by HTE, Inc. In addition to providing an easier interface for dispatchers to use, the new system allow officers to manage their calls, search crime databases, and submit their incident reports by using a laptop in their vehicle. This laptop maintains a wireless connection to the SQL-based databases located in the Herndon Police station. The wide acceptance received from the officers, police officials, and technical staff rendered this project an unqualified success in FY 2002.

Another SQL-based database application was also installed in FY 2002. A document imaging system developed by Laserfiche, Inc. was installed and made available to the Town Clerk and Human Resources offices. This product will allow staff to digitize documents so that information may be more easily shared among staff, Town Council, and the general public. Because this data is being captured in a digital format, it will allow staff to safeguard the data from loss. The Internet search interface and databases to serve the Department of Public Works and Department of Community Development will be installed early in FY 2003.

The Town's development of a comprehensive geographical information system (GIS) was given a boost during FY 2002 with the development of a draft project plan. Engineers from Engineering Systems, Inc. working with a cross-departmental staff steering committee drafted the plan that lays the initial groundwork for the development of a GIS to serve all Town operations. In addition, Engineering Systems, Inc. as the Fairfax County GIS consultant assisted the Town in gathering Fairfax County's GIS data, which has been installed on a GIS server for all Town staff to use.

Toward the end of FY 2002, Information Services assisted Cox Communications in finalizing the planning of the fiber optic upgrades to the Town's institutional network (I-Net). Scheduled to be installed in September 2003, the upgraded I-Net will provide the opportunity for Information Services to deploy a seamless voice and data network, which will enhance staff productivity through greater flexibility in information sharing. One of the first enhancements scheduled is telephone systems upgrades planned for FY 2003. In FY 2002, staff researched and started planning the replacement of six separate telephone/voice mail systems currently being operated by the Town. By leveraging the upgraded I-Net, in FY 2003 Information Services will deliver a single integrated voice/data network to all Town facilities with the exception of Herndon Police, who will continue to operate a separate public safety voice solution.

In FY 2003, Information Services eagerly plans to deploy additional applications focusing on GIS and customer relationship management. In order to leverage these investments to their fullest, Town business units will be required to take a serious look at the manner in which they perform their operations. Business processes need to be analyzed and documented prior to the deployment of any of these applications. These efforts provide the town management with a tremendous opportunity for process improvement. To assist the Town's business units in taking the steps necessary to completely embrace the changes made in FY 2002 and those planned in FY 2003 a management analyst was added to the Information Services staff. Focusing on organizational and processes issues associated with successful technology initiatives, this position will assist management to seize upon these opportunities for change.

Although much effort is being spent on the design and delivery of applications, Information Services still takes great pride in its ability to manage all aspects of the technology life cycle. Securing, supporting and maintaining the Town's data and information infrastructure remains as a priority for Information Services staff. Information Services takes great pride in the high level support for its customers as evidenced by the Town's network being available in excess of 99 percent of the time in FY 2002. With the delivery of solid applications upon a solid, reliable infrastructure, FY 2002 can be declared a successful year for Information Services.

PUBLIC INFORMATION

GENERAL

The contract with RAR Communications, Ltd. was renewed through July 1, 2003. RAR Communications is responsible for promoting Town activities and initiatives. In addition, the firm prepares the Town calendar, award nominations, the annual newspaper budget tab, and "Welcome to Herndon" information for new residents, as well as provides updates to the Town website and coordinates community outreach.

During FY 2003, RAR will be working with all Town operations to assess and develop additional literature in Spanish and coordinate resident and non-profit support to increase communication and community outreach to limited-English speaking residents.

PUBLICITY

Press releases or pitch letters were written and distributed on the following topics:

National Night Out 2001
Herndon Citizen Police Academy
Virginia Chiefs Association Awards
Parks & Recreation Gold Medal Award
Community Day
Annual Citizens' Survey
Downtown Charrette CAANV Award
Project Resilience NRC Program
Fall and Spring Cleanups
Downtown Streetscape Public Hearing
Herndon Harbor House Tree Planting
Herndon Housing Fair
Neighborhood College
Alabama Drive Contractor Award
Nature Activities (Special Inside Track)
Veterans Memorial Dedication
HPD Ride to Remember
Summer Fun (Special Inside Track)
National Night Out 2002 – Secy. Marshall Participation
Homebuying Seminar
Edited and wrote articles for the monthly *Inside Track*.

Feature Article: Wrote a feature article regarding the Herndon Downtown Charrette for *Virginia Review*.

Fox Morning News: Assisted Parks and Recreation in arrangements for a live broadcast of Fox Morning News on the Town Green. Worked with the Fox producer to develop story segments and arrange interviews, contacted bands from the Summer Concert Series to appear on broadcast, contracted sound company, and coordinated all on-site logistical arrangements.

9/11 Terrorist Attacks: Worked closely with the Herndon Police Public Information Officer and Town Manager to respond to media inquiries regarding the 9/11 attacks. Coordinated meetings with HCTV representatives, the Town Manager and Herndon Police to develop a communications plan during local emergency events. Participated in preparation of the Emergency Preparedness Guide by public information officers of the Northern Virginia Regional Commission.

Veterans Memorial Dedication: Wrote and distributed Veterans Memorial Dedication press materials. Coverage of the event was generated in the *Northern Virginia Journal*, *Washington Post*, *Herndon Observer*, *Herndon Times*, and *Herndon Connection*.

TOWN WEBSITE

Working closely with Information Services, update and maintain content for the Town's Website. Redesigned several Town applications to improve viewing and downloading, including the employment application, Talent Bank application, and applications for the Mayor's Volunteer Appreciation Night. Designed and formatted several new web pages, including the Jazz & Wine Festival, Folk Festival, Herndon Downtown Charrette, and Alabama Drive Road Improvement Project. Reformatted significant new elements of the Herndon Centennial Golf Course pages. Developed a comprehensive index to Town services to improve accessibility to pages throughout the site.

BUDGET TAB

Wrote and edited copy and supervised design and layout of the FY 2003 newspaper budget tab, distributed to all Herndon households. Worked closely with Human Resources, the Town Manager and all Town operations to develop content.

PROMOTIONAL MATERIALS

Designed and developed a variety of materials, including:

- *Herndon Neighborhood News* Newsletter
- Town Manager's Annual Report Presentation to Town Council
- Herndon Police Valor Awards Program (24-page booklet)
- Trash and Recycling Flyer
- Updated Herndon History Brochure
- Veterans Memorial Dedication Invitation and Program
- Assisted Public Works in securing a graphic designer and coordinating mailing of 2001 Water Quality Report

SPECIAL PROJECTS

Information Packets: Implemented new program to distribute information on Town initiatives and special events bi-annually. Door hanger packets contained information from Neighborhood Resources, Parks & Recreation, Police, Public Works, and Human Resources. A variety of community volunteers assisted in preparing the packets for distribution.

Refuse Public Awareness Campaign: Continued to work with staff from Public Works and Neighborhood Resources on community outreach and development of enforcement policies. Attended meetings of the Herndon Community Association Coalition and Crestview Homeowners' Association to discuss community outreach. Assisted the Tralee Homeowners' Association in its pilot enforcement program. Work included development of "Can It" signs and writing/production of video in cooperation with HCTV.

Worked with the Rotary Club to produce refrigerator magnet with holiday trash collection schedules. In conjunction with staff from Public Works and the Neighborhood Resource Center, wrote copy and supervised design of updated trash and recycling brochure in English and Spanish.

Community Relations Working Group: Served as media spokesperson for the working group. Coordinated media relations and outreach plan and assisted in writing final report.

Community Day: Developed and implemented distribution of promotional and media materials.

National Night Out: Coordinated media relations for the annual police National Night Out on August 7.

AWARDS

Wrote and submitted ICMA Award on the Herndon Neighborhood Resource Center, which received the 2002 Award for Excellence in Intergovernmental Cooperation.

Wrote and submitted Virginia Municipal League (VML) awards including the Herndon Neighborhood College and Herndon Downtown Charrette. The Herndon Neighborhood College received a 2002 VML Achievement Award.

Assisted the Herndon Police in preparing the International Chiefs of Police "2001 Chiefs' Challenge" award submission, which included design and editing of the submission. The quality of Herndon's submission last year resulted in new presentation criteria for the 2001 Chiefs' Challenge competition.

Wrote and submitted an application on the Herndon Neighborhood Resource Center to the Innovations in Government program sponsored by the John F. Kennedy School of Government at Harvard.

TOWN CALENDAR

Developed all information for the 2002 Town Calendar. The calendar was delivered to Town residents and businesses in a timely manner before the end of 2001.

NEIGHBORHOOD RESOURCES

GENERAL

The Neighborhood Resources Office is responsible for proactively planning, coordinating, directing, and implementing community, neighborhood and housing related resources and services in full collaboration with other Town departments and operations, Fairfax County, and other agencies, community organizations, schools, churches, businesses, and citizens to achieve prioritized outcomes associated primarily with the Town's higher density neighborhoods. The Neighborhood Resource Office is the first Town Agency devoted solely to improving neighborhoods and, therefore, bridges departmental and programmatic lines.

NEIGHBORHOOD RESOURCE CENTER

The NRC is a community facility that offers approximately 30 health, human and educational services to area residents. In FY 2002, use of the NRC increased by about 25 percent to approximately 4,600 people. These numbers do not reflect use of the NRC for special seminars and activities, and by community groups such as homeowner associations and boys and girls scouts, etc. Bimonthly meetings of all service providers continued to be held to better coordinate service delivery to clients. Two free school physical clinics were held at the NRC to expedite school enrollment for uninsured children. The second annual Community Day was held at the NRC and Dulles Park Shopping Center and had good community participation. The NRC brochure was updated and redesigned and a Policy Manual for users of the NRC was produced and disseminated. The lease for the NRC at the Dulles Park Shopping Center was renewed for a period of five years and the agreement between the Town and Fairfax County was amended to continue the County's financial support of the NRC through the lease period. And finally, the NRC's interior was improved by the replacement of much of the carpeting with attractive and lower maintenance floor tiling.

COMMUNITY BUILDING AND COLLABORATION

One of the primary responsibilities of the Neighborhood Resources Office is to collaborate and improve communications both within the larger community and between Town operations across departmental lines. Extensive efforts were made to meet these objectives.

- Made presentations to Rotary Club, Reston Association's Maintenance and Revitalization Committee, Chief Executive Officer's Committee of Northern Virginia, and U.S. Department of Housing and Urban Development officials
- Attended numerous HOA meetings, including Four Seasons, Crestview, Jefferson Mews, and Cavalier Park
- Participated in "National Night Out"
- Coordinated and held Second Annual Herndon Neighborhood College
- Help plan and facilitate the Herndon Multicultural Summit
- Served on Steering Committee for the Herndon Free Clinic
- Collaborated in the Fairfax County Day Laborer Learning Circle process

- Coordinated and facilitated all Herndon Community Association Coalition (HCAC) meetings held twice a month and provided technical assistance to the HCAC
- Attended the Community Associations Institute Conference and Exposition
- Attend quarterly meetings of coalition of Fairfax County Family Resource Centers
- Oversaw the Community Relations Working Group and Presentation of recommendations to the Town Council
- Collaborated with Reston Interfaith on CFAC grant proposal for day laborer Site Coordinator position
- Participated in Reston Gang Task Force meetings
- Participated in U.S. GAO interview and day worker survey
- Assisted in developing the first issue of the “Neighborhood News” newsletter
- Attended Asset-Based Community Development training course
- Developed a Residential Policies brochure in English and Spanish to help Town residents understand Town codes and regulations and empower them to address community issues
- Facilitated citizen review and input on a number of Town codes and policies that affect neighborhoods, especially the Town’s Solid Waste and Recycling Ordinance
- Oversaw the development of a shared data base of code complaints and their status
- Made a presentation on the Herndon Neighborhood College at the annual VML conference

RESIDENTIAL IMPROVEMENT

- Hired, oriented and trained new staff; established performance measures
- Responded to numerous citizen complaints and concerns
- Oversaw the creation of the Residential Permit Parking Program and the development of program procedures and a program brochure
- NRO staff developed community rehabilitation standards which were adopted by the Crestview Homeowner’s Association
- Held the second annual Herndon Housing Fair
- Rehabilitated 22 housing units with a total dollar investment of \$279,500; have an additional 13 rehabilitation loan projects pending approval
- Assisting the Cavalier Park neighborhood in the development of modernization and rehabilitation standards to revitalize their community
- Obtained second two-year grant for Housing Rehabilitation Specialist position; grant increases the position from a part-time to a full-time position
- Completed a comprehensive housing conditions survey of the Town’s Residential Improvement Areas (RIAs)
- Developed data base of Neighborhood Indicators in the RIAs
- Attended conference on the Faith-Based Community and Affordable Housing
- Attended Fannie Mae’s Housing and Community Development University
- Sponsored HOA educational seminar on “Updating and Enforcing Governing Documents”
- Lead tour of Herndon RIAs for housing non-profit housing developer
- Conducted tour of Herndon’s housing and neighborhood improvement efforts for U.S. Department of Housing and Urban Development officials

GOLF COURSE

GENERAL

The Herndon Centennial Golf Course was renamed a Golf Digest “Place to Play” for the seventh consecutive year and recognized with a three-star rating. The course continues to be one of the most popular, well managed, and well-maintained courses in Northern Virginia. A total of 44,532 eighteen and nine holes of golf (or 73,737 nine-hole rounds) were played during the fiscal year. Total rounds played in FY 2002 increased 6.4 percent from the FY 2001 figure. Rain limited play on forty-seven days and there were two snow days during FY 2002. The course was closed for twelve days during the fiscal year due to heavy precipitation or snow cover. In FY 2001, the course was closed for forty-eight days.

Northern Virginia golf course development continues to increase, particularly in Loudoun and Prince William County, fueled by a market for residential golf course communities and suburbia sprawling outward. With this increased competition it is imperative to continue improvements to facilities and course playing areas. In addition, with the region experiencing an economic downturn, maintaining a competitive rate structure, marketing efforts, and continuing emphasis on excellent customer service are seen as key elements to continued success in the upcoming fiscal year.

During the FY 2002 golf season, the golf course was once again the practice facility for the Herndon High School golf team. The high school was granted free use of the course during the mid-afternoons of Monday, Tuesday, Wednesday, and Thursday. During the fiscal year, the golf course hosted numerous outings and tournaments including the Town of Herndon Mayor's Cup Invitational, Herndon Dulles Chamber of Commerce Tournament, and the Fairfax County Crimesolvers fundraiser.

A collaborative working group consisting of golf course managers from the Town, Fairfax County Park Authority, and Prince William County was created. This group collaborated to form the Northern Virginia Public Golf League. The goal of the league was to establish friendly competition matches while permitting the various courses to showcase their respective facilities. The inaugural event was held at Herndon Centennial in May 2002.

COURSE REVENUE

In FY 2002, greens fees and golf cart rental revenues totaled \$1,355,262. Revenues from the sale of pro shop merchandise, driving range usage, the rental of pull carts and golf clubs, the provision of handicapping services, and rental income totaled \$198,988. FY 2002 total operating revenues of \$1,554,250 increased 4.64 percent from FY 2001. This total broke the previous record established in FY 1999 (\$1,496,313) and exceeded budget projections by \$96,650.

GREENS FEES

Greens fees and golf cart rental rates were adopted by the Town Council on February 26, 2002 and became effective March 15, 2002. Using comparative data from seven nearby golf courses open to the public, six price categories were increased for the period March 15, 2002 through March 14, 2003. Non-resident greens fees (18-hole, 9-hole, and sunset) were increased \$1 per round on weekdays and weekends. All other rates remained unchanged. One-half cart rates for single cart users continue. Town residents continue to receive lower rates than non-residents. Also, residents may purchase passes that allow eighteen-hole play for \$15, which is \$3 less than the resident weekday rate and \$13 less the non-resident weekday rate. Current fees are adequate to operate the golf course as an enterprise fund and maintain it in a superior manner.

GOLF COURSE PASSES

To maintain customer service, resident identification cards and play passes continue to be issued at the clubhouse seven days a week.

UNITED STATES GOLF ASSOCIATION (USGA) TURF ADVISORY SERVICE

On July 25, 2001, Town staff, several members of the Golf Course Advisory Committee, and an agronomist from the USGA Turf Advisory Service conducted a half-day evaluation of golf course maintenance practices and procedures. On the basis of the USGA evaluation, course improvements are being undertaken and selected maintenance practices have been modified. As a result of these Town actions, course conditions continue to improve, thereby maintaining a high level of play. Future USGA evaluations will be conducted annually.

MARKETING

A full color-marketing brochure was distributed to area hotels and corporations during the month of February.

An information presence was established on the World Wide Web. Herndongolf.com was developed in May 2002 and is forwarded to the Town's website.

FACILITY IMPROVEMENTS

On September 25, 2001, Town Council awarded a construction contract to Loyko Vetter Construction, Inc. in the amount of \$181,500. The scope of work involved the construction of a bulk storage facility for loose materials. Construction commenced in December 2001 and was completed in May 2002.

On October 9, 2001, Town Council approved a site plan for development of a new golf course maintenance facility. Construction is anticipated to occur in FY 2003.

The clubhouse exterior was repainted in May 2002.

MAINTENANCE ACTIVITIES

A number of maintenance related improvement projects were completed during FY 2002, including:

- Expanded the driving range tee to establish a larger, more consistent grass hitting area.
- Deep tine and quadratine aeration performed on all greens.
- Applications of the growth regulator Trimmit 2SC to all greens to suppress poa annua populations.
- Repavements of several cart paths.
- Removed dead wood and pruned trees throughout the course.
- Removal of underbrush and installation of a new wooden fence between the seventeenth hole and Crestview Drive.
- Installation of two water cooler enclosures.

VEHICLES AND EQUIPMENT

A five-year equipment replacement program was adopted as a part of the Town's FY 2002-2007 Capital Improvement Program. In FY 2002, driving range equipment, rental equipment, twelve golf carts, pesticide sprayer, tee apron mower, verticut units, and putting surface air circulation fans were purchased.

DIRECTOR OF GOLF'S GOLF COURSE ADVISORY COMMITTEE

The Director of Golf's Golf Course Advisory Committee was created to help facilitate effective communications between golf course management and course customers. The committee is founded on the belief that identifying and meeting the needs of course patrons is critical for continued success. The advisory committee consists of the leaders of the Herndon Golfers Club, the Herndon Ladies Club, and the Senior Duffers Club, as well as two at large Town resident representatives and two at large non-Town resident representatives. The advisory committee met three times during FY 2002. Group input was obtained regarding bunker renovations, turf maintenance programs, distance markers, the recommended fee schedule, the course budget, and capital improvement program projects. In addition, several members of the committee accompanied staff during the USGA turf advisory visit.

GOLF SERVICES, INCORPORATED

Golf Services, Incorporated (GSI), a separate organization created by the Town in 1979 to operate the snack bar, continued to operate effectively. GSI continued its sublease and operational agreement with Early Risers Enterprises Incorporated (EREI) for the purpose of managing, operating, and maintaining the snack bar. EREI pays GSI an annual rental fee of \$20,000 in monthly installments. In addition to the annual fee, EREI remits to GSI five percent of gross sales that are in excess of \$200,000. FY 2002 rent paid by GSI to the Town totaled \$20,211.

On May 16, 2002, the fiscal year 2003 budget was proposed and unanimously approved by the Board of Directors.

Golf Services, Inc. continued its contractual relationship with John Wisiackas of the law firm of Odin, Feldman and Pittleman.

FINANCE

GENERAL

The Department of Finance's primary purpose is to manage the Town's financial resources in a professional, responsible, and accountable manner. The department is organized into five activity centers, four of which are contained in the General Fund and one of which is contained in the Water and Sewer Fund. In order to accomplish its objectives, the department produces timely and accurate tax and utility billings, provides efficient revenue collection services, invests available monies in a competitive yet prudent manner, provides accurate and timely payroll services, provides efficient procurement and sound risk management services, and maintains accurate and timely accounting records prepared in accordance with generally accepted governmental accounting standards and practices. The department also provides the Town Council, Town Manager, and other Town departments with accurate financial analyses, interim financial reports, and general guidance concerning the financial affairs of the Town.

BUDGETING AND AUDITING

The Town's Annual Budget for FY 2002 totaled \$30,491,542, inclusive of all funds, and was adopted by Town Council on April 24, 2001. Individual fund components were as follows:

\$ 22,841,836	General Fund
\$ 5,691,483	Water and Sewer Fund
\$ 397,323	Chestnut Grove Cemetery Fund
\$ 1,477,600	Golf Course Fund
\$ 83,300	Downtown Parking Enterprise Fund

During the year, Town Council adopted two budget amendments for FY 2002 and authorized the reserve of funding for specific on-going and capital projects that were not completed during FY 2002. In addition, Council amended the FY 2003 budget at its June 11, 2002 public meeting. The amendment incorporated the FY 2002 authorized reserves and year-end outstanding encumbrances as appropriated amounts at the beginning of the FY 2003 (i.e. July 1, 2002) instead of during the fiscal year, as has been the Town's practice in the past.

The Commonwealth of Virginia requires that the Town's annual financial statements undergo an audit, conducted by an independent certified public accountant. For the year ended June 30, 2001, the accounting firm of PBGH, LLP, based in Harrisonburg, VA, was retained to perform this audit. After the auditors reviewed the year-end work; performed their own testing and analysis; and expressed general satisfaction with the final numbers, preparation of the FY 2001 Comprehensive Annual Financial Report began in earnest. This effort commenced in late September 2001 with the first draft ready for auditor review in mid-October. The final draft was completed in mid-November. Printed copies of the FY 2001 CAFR were then distributed to the Town Council as part of their December 4, 2001 work session packet. The Town's auditors also provided a brief overview of the FY 2001 CAFR at the December 11, 2001 Town Council public

session. Their presentation highlighted the significant fiscal events of FY 2001 and offered Town Council their observations concerning significant emerging financial trends and the potential impact upon the Town.

The Town's CAFR for FY 2001 was again recognized by the Government Finance Officers Association of the United States and Canada (GFOA) for its excellence in financial reporting and was awarded a "Certificate of Achievement for Excellence in Financial Reporting." This is the twenty-seventh consecutive year that the Town has received this prestigious award.

The Town also received the GFOA's "Distinguished Budget Presentation Award" for the excellence of its FY 2002 adopted budget. This is the eleventh consecutive year the Town has received this exemplary recognition. In order to receive this award, a governmental unit must publish a budget document that meets program criteria as a policy document, as a financial plan and as a communications device. The Town's FY 2003 budget has recently been submitted to GFOA to determine its eligibility for another award. Staff believes this most recent budget continues to conform to program requirements. As in past years, the Department of Finance was a major contributor in the preparation of the FY 2003 budget, providing data processing support, detailed revenue estimates and trend analysis for all operating funds, debt service requirements for all operating funds, and other financial and descriptive information.

In April 2002, the Planning Commission recommended adopted of the Town's Capital Improvement Program (CIP) for FY 2003 through FY 2008. And, as in prior years, the Department of Finance played a significant role in the CIP development process. These activities included updating key historical financial data, analyzing financial trends, calculating potential debt capacities and potential use of fund balance, and constructing financial projections to cover the six-year period of the CIP. Town Council adopted the FY 2003 – FY 2008 CIP in May 2002.

REVENUE

The real estate tax rate for FY 2002 remained at 32 cents per \$100 of assessed value, though Council reduced the rate to 30 cents per \$100 of assessed value for FY 2003. As of January 1, 2002, the assessed value of real property within the Town limits was \$2,311,114,170. This value represents an increase of 10.2 percent when compared to the assessed values at January 1, 2001. Based on the Town's current tax rate (30 cents per \$100 of assessed value), the increase is equivalent to \$639,614 of addition Town real estate tax revenue for FY 2003. The current assessment is also the largest ever recorded for the Town. Analyzing the current assessment even further reveals that approximately 51.3 percent are composed of commercial properties with the remaining 48.7 percent attributed to residential properties. At January 1, 2002, there were 6,311 taxable real estate parcels within the Town.

The Town's personal property tax rate of 0 cents per \$100 of value, which was again ratified by the Town Council for FY 2002, and equates to no Town personal property tax assessment. The Town has not levied personal property taxes since FY 1988, a period of fourteen years.

In addition to real estate taxes, the Town assesses other local taxes and fees that are primarily consumer-related. These other local revenue sources are consumer utility taxes, bank stock taxes, cigarette taxes, business license (BPOL) fees and transient occupancy (hotel/motel) taxes. The Town revenues that show the most sensitivity to both upswings and downswings in the local and regional economies are transient lodging (hotel/motel) taxes and the Town's share of the local sales tax. Both transient lodging taxes and sales taxes have declined substantially during FY 2002, due, in part, to recessionary influences and to the events of September 11, 2001. When comparing budget-to-actual amounts, FY 2002 transient lodging tax collections were only 78 percent of budget projections. Actual sales tax revenues fared somewhat better at 91 percent of the FY 2002 budget projections. Conversely, collection of other taxes, such as bank stock taxes, business license (BPOL) fees and consumer utility taxes exceeded the original FY 2002 budget projections, thus softening the downward trend noted for transient lodging and sales tax revenues.

As in prior years, the operational activities of the revenue section included the following:

- Notified, processed and issued 1,671 business licenses. Total FY 2002 BPOL fees were \$3,221,730.
- Generated notices in September 2001 and sold or transferred approximately 16,240 FY 2002 motor vehicle decals. Total FY 2002 motor vehicle decal fees were \$327,662.
- Levied and collected semi-annual real estate taxes on approximately 6,300 land parcels, with notices generated in June 2001 and October 2001 (due dates of July 28, 2001 and December 5, 2001, respectively). Total FY 2002 real estate taxes levied were \$6,658,536.

Also during the year, Town Council granted two business license tax refunds greater than \$2,500. The total amount refunded was \$51,130. In the case of the first refund, the firm's business operations within the Town had ceased during July 2001. Thus, the licensee was allowed to claim a prorated refund equal to the number of months between the business' last day of operations and the end of the calendar year. The second refund involved the correction of gross receipts apportionment errors committed by the license holder in calculating its annual business license taxes for tax years 1997, 1998 and 1999. Town business licenses are assessed and paid by March 1 and apply to the entire calendar year.

Other major revenue activities that occurred during the year were:

- Worked in collaboration with the Town Attorney to collect delinquent real estate taxes, including the filing and prosecution of two suits to sell land for satisfaction of the delinquencies.
- Sold \$5.85 million in general obligation refunding bonds during January and February 2002. These bonds refunded the outstanding balance of the 1993 general obligations bonds and will generate a cumulative debt service savings of \$486,744 over the next

twelve years. The Town received eight bids with BB&T Capital Markets awarded the sale at a TIC (true interest cost) of approximately 3.69 percent. The very favorable market response was due, in large part, to the upgraded credit rating posted by Standard & Poors (from an AA to an AA+) and the Town's strong financial profile at June 30, 2001. Both Fitch and Moody's Investors Services reaffirmed their ratings of AA1. The Town of Herndon and the Town of Vienna share the unique distinction of being the only two towns in the Commonwealth with such high credit ratings.

- Re-energized the "Town of Herndon" vehicle license plate project. The Virginia Department of Motor Vehicles under the Virginia Special License Plate Division administers the program. Specifications were developed and a request for quotes was sent to five area graphic designers and firms who specialize in graphics design. The Town received two responses to the solicitation and, based on the quotes provided, selected Jim McGinnis of Mac Designs for the design and graphics work. Staff presented a status report on the project at the Town Council work session of June 4, 2002.
- As part of the Dulles Corridor BRT/Rail Project, a Finance staff member serves on the Financial Working Group, an advisory subcommittee to the Steering Committee.

PURCHASING

The purchasing division was a major participant in defining the requirements and successfully negotiating purchases and contracts totaling \$12,407,456. During the year, 3,571 purchase orders were processed and issued. In particular, purchasing staff provided technical assistance to all Town departments in helping them define their requirements; analyze the procurement options available; write the specifications in a clear and concise manner and select the vendor deemed most advantageous to the Town. Staff also provided enhanced support to the Department of Public Works during the preparation and negotiations of construction contracts, equipment purchases, and other capital acquisitions. Whenever practical, the division uses available Commonwealth of Virginia, COG and other local government contracts to purchase commodities for the Town. This streamlines the procurement process and guarantees the Town highly competitive prices.

During the year, staff provided extensive assistance in a number of sealed bids and competitively negotiated procurements. These included invitation for bids and requests for proposals to secure the following requirements:

- Consultant services to further refine the Community Cultural Arts Center capital project. This latest effort concentrated on site selections and identification of Phase I construction. Contract was awarded to Wilson Butler Lodge, Inc. for \$156,000.
- Consultant services to assist the Town in improving the quality of site plan and subdivision plans submitted by developers; shorten the time required for plan review; and generally revise the Town's plan review process. Contract was awarded to Engineers & Surveyors Institute for \$40,000.

- Contractor services to install signalization improvements at the intersection of Herndon Parkway and Summerfield Drive. Contract was awarded to Dynatran Division of Dynaelectric Company for \$110,070.
- Contractor services to construct a bulk storage bin at the Golf Course. Contract was awarded to Loyko Vetter Construction for \$181,500.
- Contractor services to construct the improvements identified in the Alabama Drive Improvements, Phase I capital project. The scope of services include reconstructing the roadway, installing curb, gutter, sidewalk, landscaping and traffic signal improvements, and replacing water and sewer mains. Contract was awarded to Jeffrey Stack, Inc. for \$2,845,000.
- Architectural and engineering services to develop a complete design of Phase I and Phase II and final design of Phase I for the Herndon Police Facility capital project. Contract was awarded to Dewberry Design Group for \$625,500.
- Architectural and engineering services to develop designs for the Chestnut Grove Cemetery capital project, which includes both the maintenance facility and administrative offices, and other cemetery site improvements. Contract was awarded to Eddy & Eckhardt Architects for \$129,419.

Major equipment and supply purchases this fiscal year involved assistance in developing the specifications and bidding for:

- Department of Public Works – a 25-cubic yard capacity, rear loading refuse collection truck; a diesel generator; a skid steer loader; salt spreaders; three S-10 pickup trucks, four specialized heavy-duty utility trucks; and two dump trucks as well as other DPW maintenance and repair equipment.
- Police Department - a wheel load scales, five police cruisers and one motorcycle.
- Golf Course – twelve replacement golf carts; a turf utility vehicle; and a green and tee bank mower.

Minor assistance was rendered in securing contracts for the Town's annual plain concrete and street resurfacing programs; custodial services for the Herndon Municipal Center; and storm drainage improvements at various locations.

ACCOUNTING

The accounting division is responsible for the timely and accurate payment of bonafide Town vendor invoices, the upkeep of an accurate and timely employee payroll system, and the accurate and timely update of accounting reports and related information. During the year, the Town issued 7,011 accounts payable checks and processed 4,420 payroll checks (includes paper checks and direct deposit).

As in prior fiscal years, new enhancements and modifications to the Town's mainframe applications software kept the accounting division fully challenged learning new ways to handle the automated systems and assisting other departments in navigating the software changes. The Finance Department handles the primary interaction and coordination between the Town and its financial system software provider (HTE, Inc.). During the course of the year, annual updates were installed for the revenue/ cash receipts package (real estate taxes and business licenses), and payroll programs. In addition, the Town's historic real estate parcel information was converted from an older version of HTE's land management application (labeled "LM") to its newer version (labeled "LX"). The conversion and migration to LX is necessary before the Town can proceed with installing the latest update to HTE's financial software packages. Finance, in coordination with Information Services staff, continued to perform all the necessary backup routines to safeguard the Town's automated records.

Building on the department's experience with the audits of the previous fiscal years, the Town's accounting staff accomplished all of the fiscal year-end closing work by mid-September. In addition to producing final trail balance sheets and revenue and expenditure statements for all funds, the list of year-end audit work papers prepared by staff included:

- bank reconciliations;
- twelve-month transaction listings;
- analysis and final schedule for all Town investments;
- documentation and analysis of all grants (such as the COPS Fast program; DMV mini-grants and the Virginia Underground Petroleum Storage Tank Fund);
- analysis and final schedules for all accounts receivable (such as real estate taxes; utility billings; and other miscellaneous accounts);
- analysis of fixed assets purchased and disposed of during the year;
- analysis of capital projects and construction in progress;
- analysis and final schedule of capital leases, long-term debt and compensated absences; and
- various schedules comparing payroll costs to federal and state quarterly reportings.

In addition to preparing numerous exhibits and statistical schedules for the FY 2001 Comprehensive Annual Financial Report, the division continued to look for further refinements to the Town's system of internal accounting controls.

PARKS & RECREATION DEPARTMENT

GENERAL

The Parks and Recreation Department provides a comprehensive leisure services program for the citizens of Herndon and surrounding communities. Included in the department are six separate divisions that support administration, recreation programs, facility operations, aquatics services, parks, and cemetery operations. In combination, these divisions work cooperatively with other town departments to provide the highest quality of service to our citizens.

In order to sustain, maintain, and encourage growth in the department's goals and objectives, the Parks and Recreation Department had undertaken several significant initiatives during FY 2002 to accomplish successful outcomes and promote continued growth in the various areas of park, recreation, and cemetery services.

The foremost initiative during the FY2002 included development of a conceptual plan for the Phase IV addition to the Herndon Community Center. Three conceptual designs were developed by the selected architectural firm, Hughes Group Architects, with preliminary input from staff representatives of the Departments of Public Works, Community Development, and Parks & Recreation. The proposed design provides for an addition of 12,500 square feet to the existing facility. Upon presentation to the Town Council, a recommendation was made for the Schematic Plan "B", with a recommendation to include enhancements to support further development and expansion in the future. This recommendation has been established as the "B+" Plan.

Ongoing development of Runnymede Park and the department's growing nature program was greatly supported with the award in FY 2002 of a Virginia Department of Recreation, Land and Water Conservation Fund Grant, in the amount of \$125,000. These funds will be used for the future development of a nature center, parking, trails and stream access in Runnymede Park.

To highlight the year, the Town of Herndon and the Parks & Recreation Department were again nationally recognized by the National Recreation and Park Association and the Sports Foundation as the third-time recipient of the prestigious National Gold Medal Award for Excellence in Park and Recreation Management. This award pays tribute to the combined efforts of all Town departments that work cooperatively in providing outstanding and award-winning recreation programs and park facilities to our community.

The Department of Parks and Recreation provides a full range of leisure services including recreational classes, sports leagues, performing arts, programs for seniors, nature programs, and other special events; a full-service community center which includes an indoor aquatics facility, full-size gymnasium, fitness center, and meeting room space; an indoor tennis center; the Industrial Strength Theater; as well as a diversified park system consisting of nine parks for residents of the Town of Herndon and surrounding areas. In FY 2002, the department revenues totaled \$1,870,947.63, an increase of \$134,000, or eight percent, over FY 2001. This represents an increase in revenue for recreation programs, open gym admissions, and the 2002 Herndon Festival.

In the fall of 2001, the department conducted a survey to measure the effectiveness and quality of parks and recreation services. Surveys were randomly mailed to 200 each of Town of Herndon residents and Herndon Community Center patrons. Of the respondents, 84.67 percent rated the overall services as very satisfied or satisfied. The survey also generated comments and recommendations regarding ways to improve facilities, services, and programs. The town-wide citizen's opinion survey, conducted by Continental Research Associates, Inc., indicated that of the 300 randomly-selected respondents, 95.3 percent were satisfied with the Herndon Festival; 96.8 percent were satisfied or very satisfied with the services, programs, and instructional classes at the Herndon Community Center; 96 percent were satisfied with recreational opportunities in Herndon; and 96.3 percent were satisfied with the number and quality of cultural opportunities.

AWARDS

The Parks and Recreation Department received its third National Gold Medal Award in 2001. The awards program is sponsored by the Sports Foundation, Inc., in conjunction with the National Recreation and Park Association. The department was selected in the Class V population category for excellence in park and recreation management. The department had previously received the prestigious National Gold Medal Award in 1981 and 1991, and the 2001 award made Herndon Parks and Recreation one of only seven agencies in the nation to receive the award three times.

MARKETING

During FY 2002, the Herndon Parks & Recreation Department produced a number of marketing publications. These included a new general Herndon Community Center brochure; the Herndon Parks & Recreation quarterly program brochure; "Happenings", a monthly, two-page newsletter that is inserted in the Town of Herndon water bill mailings from September to May; the "RecExpress," a four-page newsletter that is mailed to 15,000 households in the greater Herndon area in the fall, winter, and spring; a Herndon Aquatics Club brochure; an Indoor Tennis Center brochure; and a Fitness Program brochure. In addition, a new bilingual English/Spanish flyer was distributed to Town residents each quarter, describing the parks and recreation benefits and opportunities.

The twenty-fifth anniversary of the Herndon Parks & Recreation Department was celebrated throughout 2001. A special 25th anniversary logo was designed and was utilized on stationery, gift certificates, commemorative banners, and t-shirts, to celebrate the anniversary throughout the year. Drawings were held on the twenty-fifth day of each month from entries dropped off by patrons of the community center. A total of 8,157 entries were submitted. Among the prizes given were \$25 gift certificates, 25 percent annual pass discount, 25 ten-admission passes, 25 t-shirts, and 25-cent admission days.

PERSONNEL

The Department of Parks and Recreation operated in FY 2002 with a regular staff of twenty-one full-time and eleven part-time employees, and an average of 200 seasonal/temporary staff, who work as instructors, recreation leaders, lifeguards, recreation assistants, tennis manager and assistants, building supervisors, park attendants, and custodians.

CAPITAL IMPROVEMENTS

In coordination with the Department of Community Development and Department of Public Works, several park planning projects were implemented to enhance the parks within the Town. The Sugarland Run Trail Project Design was implemented to provide for a new trail between the W&OD Trail and Runnymede Park. Planning for the expansion of the Herndon Community Center continued with the development of three concept plans that were presented to the Town Council in October 2001. The Council selected the "B" Plan, which provided for an addition of 12,500 square feet and an expansion to the parking of fifty-four spaces. The Council also recommended that the "B" Plan include a future second level accommodating an additional, future 12,500 square feet, and that recommendation is being referred to as the "B+ Plan."

GRANTS

The Parks and Recreation Department submitted a grant application to the Virginia State Office of Recreation for \$125,000 for funding to support the development of site improvements in Runnymede Park. The Town received preliminary notification in June 2002 of the award of this grant.

The Parks and Recreation Department applied for a grant through the Fairfax County Water Authority to improve water quality in the Sugarland Run Stream. The grant was awarded in the amount of \$1400 and will be used to provide doggie litter stations to reduce fecal content in the stream.

A \$1,000 grant was received from the Chesapeake Bay Restoration fund for nature programs. These funds will be used for field guides, dip nets, and teacher education.

The Community Arts Program again received a Local Government Challenge Grant through the Virginia Commission for the Arts in the amount of \$5,000. Local arts groups were given the opportunity to apply for funding through this grant, and the monies were awarded to the Council for the Arts of Herndon, the Elden Street Players, and the Classical Ballet Theater.

FEE ASSISTANCE

The department continues to offer financial assistance or vouchers to qualified residents. The program allowed eligible participants to utilize the facilities at the community center and to

participate in classes and summer programs. During FY 2002, 2,500 vouchers were provided for assistance through Northern Virginia Family Service, Herndon Neighborhood Resource Center, Herndon Middle School, Clearview Elementary, Herndon Elementary, and the Herndon Police Department.

USE OF FACILITIES

During FY2002, 14,174 persons registered for recreation programs. A total of 1,737 classes were offered, of which 1,566 were conducted. Revenues from recreation programs totaled \$1,048,522. Daily admissions totaled 56,365 for the year; 120 annual passes and 1,136 multiple-use, 25- or 10-admission passes were sold for use in the aquatic facility and open gym and fitness room.

During FY 2002, there were 326 requests for rentals of community center facilities, of which 267 were accommodated. During the year, there were 101 birthday party package rentals, eighty reservations for Trailside Park, and two reservations for the Bready Park Picnic Pavilion.

BREADY PARK TENNIS FACILITY

The Bready Park Indoor Tennis Center completed its seasonal year of operations with increased usage, enabling the operation to post a net revenue meeting budget projections. Revenue for the Tennis Center increased from \$135,763 in FY 2001 to \$152,589 in FY 2002. Operational expenses were approximately \$125,000. The Tennis Center net revenue will be approximately \$27,000 for FY 2002. The net revenue showed a significant increase over the FY 2001 due to a mild winter with lower fuel costs and increased revenues from fee adjustments and extended operational hours.

During the year the facility accommodated forty-four seasonal contracts, and 635 court reservations were utilized as random court time. The Tennis Center provided tennis lessons from beginning to advanced levels for both youth and adults, with 626 individuals registered. Additionally, the tennis center offered several season flights in men's singles/doubles and women's doubles. The first USTA sanctioned tournament was held December 28-30, 2001, for men and women with twenty-four participants.

AQUATICS

The Aquatics Division had a busy year in both programs and general admissions. The sale of passes and daily, open-swim admissions totaled \$198,633. Programs were offered for infants, preschool and school-age children, and adult swimmers. Red Cross courses in instructional swimming (Levels 1-6) were offered, as well as courses in diving, lifeguard training, and water safety instruction. Water exercise classes and learn-to-swim courses enrolled 805 adult participants. Program revenues were at an all-time high for the 2002 fiscal year, generating a total of \$253,600 in revenue.

The Herndon Commanders Aquatic Club had another successful year. Enrollment was at 250 swimmers with registration fees of \$207,000. The Herndon Community Center and Commanders staff worked together to host the annual Harvest Moon Swim Meet which accommodated 3,000 entries from ten teams in the Washington D.C. region. The Community Center also sponsored the Halibuts Swim Team. This team competes in the Herndon Swim League and was originated to provide the opportunity for competitive swimming for youth lacking neighborhood swimming pools and teams. The Halibuts roster grew to 100 swimmers for the FY 2002 season.

The aquatic facility also accommodates the Herndon High School Swim Team and hosted seven high school swim meets for the FY 2002 season. Three local swim teams utilized the pool for weekly workouts, and twenty-five groups rented out pool space for private functions during the year.

PERFORMING ARTS

The Family Performance Series during FY 2002 held two sold-out shows featuring “Nutcracker Sweets,” the magic of Patrick Slaughter, and the visual comedy of comedian Geist. The shows attracted 350 patrons.

The annual Summer Concert Series presented twelve concerts on the Town Green on Thursday evenings throughout the summer months that were attended by approximately 3,600 patrons. This number indicated an increase in attendance over the previous year, with only one concert cancelled due to inclement weather.

The Farmers' Market Fun Days, a free summer entertainment program for kids, was held for the ninth year. This program, planned in conjunction with the weekly Herndon Farmers Market, continues to be a popular summer program, with six shows that attracted an approximate total of 2,100 people.

The Department of Parks and Recreation manages the Industrial Strength Theatre, which provides facilities for the Elden Street Players and Herndon Towne Square Singers. The theater hosted fifty-four performances and 140 rehearsals in FY 2002. In addition, the theater accommodated one rental for a private function.

The Towne Square Singers, Herndon's community performing choral group, celebrated its twentieth year. The group, consisting of thirty-four vocalists, a director, and an accompanist, presented spring and December holiday shows that were attended by 580 patrons. The Children's Performance Series held five shows at the Worldgate Multiplex Movie Theater on school holidays.

SPECIAL EVENTS

Labor Day Jazz Celebration. The thirteenth annual Labor Day Jazz Celebration was held on the Town Green, with an estimated 3,000 in attendance. This program continues to grow in popularity and size. In conjunction with the Jazz Festival, The Council for the Arts of Herndon co-sponsored a wine tasting with five wineries participating. Sponsors to the Jazz Fest included Smooth Jazz 105.9 FM Radio, Long Homes, Provident Bank, and the Virginia Commission for the Arts. Artists performing at the Jazz Fest included Al Williams & Friends, Rumba Club, Deanna Bogart, and headliner, Jarred.

Herndon Folk Fest. The eighth annual Herndon Folk Fest was held in October. Entertainment included outstanding national artists such as The Burns Sisters, as well as superior performances by local and regional artists on the singer-songwriters' showcase stage. The Folk Fest attracted approximately 3,000 participants. In addition to folk musicians, the event includes food vending, arts and crafts vendors, a farmers market, and children's activity area.

Fine Performing Arts Series. This series offered a variety of musical performances that were held at the Industrial Strength Theater. The 2001-2002 season presented three concerts that included Flutar, A Winter Celebration with Al Petteway and Amy White, and Vocal Express. Over one hundred patrons attended this series.

Herndon Festival. The Herndon Festival recorded an attendance of approximately 90,000 people and celebrated the twenty-second year of an outstanding Herndon tradition. The 2002 Festival featured 128 arts and crafts and fine arts dealers, 105 exhibitors in the Business Expo sponsored by the Chamber of Commerce, carnival and games, 700 runners in the 10K Race and Fun Run, 115 dogs in the K9-2K dog walk, twenty-nine food vendors, children's hands-on art area with a focus on the family, two fireworks displays, and three stages of entertainment featuring the most diverse cross-section of talent to date. The business community supported the festival with \$43,870 in sponsorships.

Community Events. The 2002 Fourth of July Celebration had over 8,000 people attending the activities at Bready Park and Herndon High School. The Holiday Arts and Crafts Show, held at the Herndon Community Center, attracted 120 crafters and approximately 2,000 patrons. In addition, the department sponsored a lunch with Santa with 175 participants, and the Annual Easter Egg Hunt, with 400 participants. The annual Pet Parade had twenty participants.

Antiques Show and Sale. The Parks and Recreation Department and the Herndon Woman's Club co-sponsored the twenty-second annual Antiques Show at the Herndon Community Center. The event attracted fifty antique dealers and 1475 patrons for the two-day event. Proceeds to the Town for this event totaled \$3,050.

Mayor's Volunteer Appreciation Night. The Seventeenth Annual Mayor's Volunteer Appreciation Night was held to honor over 250 volunteers and to recognize their commitment to the community. A reception was held with 200 volunteers and their guests in attendance. Carol Sinclair, Richard Downer, and Penny Halpern were recognized as distinguished volunteers. Alice Starr was the guest speaker. Each volunteer received a gift of an engraved pen set in a special gift box, and distinguished volunteers were given hand-painted plaques of the Herndon Town Hall.

INSTRUCTIONAL PROGRAMS

The department registered 15,073 participants for instructional programs in the areas of fitness, dance, gymnastics, tennis, sports, arts and crafts, fine arts, drama, and special interest classes such as pottery, cooking, fencing, CPR, and dog obedience in FY 2002. A total of 1,566 classes were offered, of which 1,375 operated during the year.

FY 2002 Instructional Programs

Summer 01	4085 participants	267 classes
Fall 01	4185 participants	387 classes
Winter 01-02	3047 participants	326 classes
Spring 02	3756 participants	395 classes

With the utilization of the computerized lottery system in the Safari recreation software, 100 percent of Town residents were accommodated in the lottery process for classes and programs of their choice.

GENERAL RECREATION PROGRAMS

The Summer Fun Program was offered during the summer months for children ages five to twelve, with 387 children participating. Extended early and late care services were provided for approximately 148 children of working parents during the two summer sessions. Scholarship assistance, in cooperation with Northern Virginia Family Service, was provided to children participating in this program.

Traveling Tots, a versatile program for toddlers, included a visit to the MCI Center for Disney on Ice and a trip to Barnum and Bailey's "Greatest Show on Earth" Circus. Trips were also offered for strawberry picking, museums, and the pumpkin patch.

The Kiddie Open Gym program, an indoor play program for preschoolers during the winter months, was attended by over 600 preschoolers. This popular winter program, held on Tuesdays and Thursdays in the community center gym, allows tots to tumble, play games, and even ride "Big Wheels" on cold winter days.

Day trips from the Herndon Community Center for families and adults included the Ford's Theatre "A Christmas Carol," the Fall Foliage trip on the Western Maryland Scenic Railroad, a tour of the beautiful Washington Cathedral, and an overnight stay in New York City which included visiting Madison Square Garden for the Rockettes Christmas Spectacular, as well as taking in other holiday sights. Yearly traditional trips included a family ski trip, a teen ski trip, and biannual trips to Atlantic City. These trips accommodated a total of 345 participants.

TEEN PROGRAMS

A variety of teen activities including day trips, Teen Discovery Summer Camp, and teen dances, are provided. For the Summer Teen Discovery Program, 118 teens participated in three, two-week sessions. Teen dances continue to be very popular with middle school-age teens. During the year, monthly teen dances held at the Community Center had over 2,895 total attendance. Drop-in activity nights were held during the summer months to enjoy swimming, walleyball, volleyball, and the game room.

SPORTS

The sports department coordinated gymnastics classes, tennis classes, leagues, and tournaments. Mini and youth basketball, fencing, racquetball leagues, basketball leagues, co-recreational volleyball leagues, racquetball league, fitness program and babysitting, yoga, prenatal yoga, Tae Kwon Do, Shotokan Karate, The Herndon Festival 10K Race with 700 runners, and the 5K Turkey Trot with 367 runners were sponsored by the department. The fencing program had thirty-one participants, cheerleading camp registered forty-two participants, and a new program, “Girls on the Run” registered forty total participants during the summer, fall, and spring sessions.

A variety of sports programs for youth and adults are offered. These include Summer Youth Basketball League with thirty-eight participants and Soccer Camps with sixty-eight participants; Racquetball League with fifteen teams; the Adult Basketball League with twenty-one teams; and the Super Shooter Contest with 111 youth participating. The spring sports programs included Hershey Track and Field with sixty participants and the Racquetball League with twenty-two participants.

NATURE ACTIVITIES

The Town Naturalist serves as coordinator of programs in Runnymede Park and as a liaison with the Friends of Runnymede to enhance environmental education and nature activities in the Town. In Parks and Recreation activities, the department offered eighty-three nature classes and programs for preschoolers to adults during the year, of which forty-eight programs operated. The nature programs registered a total of 361 participants for FY2002. Summer nature camps, focusing on environmental education, and nature birthday parties were expanded in FY 2002. A total of ten nature birthday parties were held in Runnymede Park. Bluebird monitoring and butterfly counting and monitoring were conducted in Runnymede Park, and the removal of exotic invasive plants continued. The Town of Herndon received permits from the Virginia Department of Game and Inland Fisheries for the collection, salvage, and display of wildlife. The Town Naturalist initiated an apprenticeship for a Wildlife Rehabilitation Permit for the Town of Herndon. The naturalist participated in the weekly Herndon Farmers’ Market in conjunction with the Friends of Runnymede nature tent during the summer, and the Herndon Festival Children’s Hands-on-Arts.

The Parks and Recreation Department participated with Friends of Runnymede in the annual Nature Fest, which attracted 800 participants and included twelve nature stations, crafts, entertainment, music and food. The naturalist also participated with Friends of Runnymede in two sessions of an area-wide reptile rescue and snake-handling workshop at Runnymede Park.

To enhance the overall nature program, the Town Naturalist participated in a training session with the Smithsonian Institution on amphibian surveying and biological monitoring, which helps support the ongoing Herndon High School Biological Diversity Project at Runnymede Park. The naturalist also served as a teacher-trainer for Project Wild's training program for environmental educators and participated in a wetlands workshop sponsored by the Department of Game and Inland Fisheries.

SENIOR PROGRAMS

The Senior Cinema program, offered twice monthly, accommodated 400 senior visits to enjoy current movie videos and snacks. The average attendance at this free activity is approximately twenty seniors. Seniors also participate in monthly arts activities and the Gymside Walkers program to encourage fitness among seniors. In addition, many seniors participate in other fitness programs such as land aerobics and water fitness classes, and are able to receive a fifty-percent discount on registration fees. A large number of seniors participate in the trips provided throughout the year.

NEW INITIATIVES & OUTCOMES

1. Herndon Community Center Phase IV Conceptual Plan
2. Virginia Department of Recreation LWCF Grant of \$125,000 for Runnymede Park
3. Gold Medal Award 2001 – Class V
4. Initial Design Services Contract for Chestnut Grove Cemetery Phase I Improvements
5. Tennis Center - Increased utilization and provided an estimated net revenue of approximately \$27,000 for the 2001-2002 season
6. Increased registration for programs and activities and increased revenues by eight percent over the previous year

THIS PAGE INTENTIONALLY LEFT BLANK

CHESTNUT GROVE CEMETERY

GENERAL

As part of the Department of Parks & Recreation, the cemetery operation has continued efforts to enhance both the level of services and the overall quality of the cemetery grounds. During the fiscal year 2002, construction on an ornamental decorative fence for the Herndon Parkway and Dranesville Road frontages of the cemetery was completed. In the late spring, the firm of Eddy & Eckhart Architects was selected to oversee the completion of Phase I of the cemetery's master plan for development, which will provide an on-site office and maintenance facility and enhance cemetery offerings with columbaria and a mausoleum.

During the past fiscal year, the number of burials taken averaged just nine per month, which is the lowest rate since the town assumed management of the cemetery. Overall, 108 interments were performed, thirteen percent fewer than the 140 projected. The cemetery also sold 142 interment sites, which was below the projected level of 166.

THIS PAGE INTENTIONALLY LEFT BLANK

COMMUNITY DEVELOPMENT

GENERAL

The Department of Community Development (CD) provides municipal planning activities, including comprehensive planning, downtown redevelopment, zoning administration, subdivision plat administration, architectural review, site plan review, heritage preservation, urban forestry, transportation planning, mapping, and development coordination with neighboring jurisdictions. The department provides staff support to the Planning Commission, Architectural Review Board, Heritage Preservation Review Board, and Board of Zoning Appeals. Department staff fosters community participation and has considerable contact with Town residents and business persons.

The Department is organized into four sections: Administration and Application Control, Comprehensive Planning, Current Planning and Zoning, and Community Forestry.

ADMINISTRATION AND APPLICATION CONTROL

Administration Highlights

During the previous fiscal year, the Administrative staff was understaffed for over six months. On July 1, 2001, the staff was up to full capacity and has retained that level. During the course of the fiscal, the staff focused on alleviating the backlog of multiple tasks. We have also focused on developing a strong team through cross-training on various tasks such as site plan processing, database entry and developer surety processing.

The Administrative staff continued to maintain a high level of customer service. Throughout the year, the Administrative supervisor received many compliments on the performance and attitudes of the “front counter” staff. Maintaining a pleasant attitude is not always easy, as this Department handles a lot of enforcement issues and many times customers are unhappy and difficult to deal with.

Two members of the Administrative staff enrolled in the Spanish classes that were offered to Town employees in an effort to assist in communicating with the Hispanic population. Cross-training has provided increased customer service, as more members of the Administrative staff have been able to answer questions on a variety of subjects.

Many of our customers anxiously await the opening of the Farmers’ Market each year. Staff support was provided for advertising the Farmers’ Market by developing and assisting with the mailing of over 5,000 flyers. One member of the staff is the Assistant Market Manager who handles the market during the absence of the Market Manager and attends the organizational meeting.

The Town was involved in legal proceedings involving the Labasbas property. Several man-hours were utilized by the Administrative staff in responding to a Freedom of Information Request. Multiple files were gathered and researched. The requestors made appointments several times to have access to the files and requested numerous copies. Members of the Administrative staff had to be present during the review of the files, which equated to approximately three days. In addition, the Administrative staff researched and processed twenty-four requests for identifying and copying site plans for other outside customers.

An existing in-house database created by the Administrative staff was shared with members of the Department of Public Works. This database involved the processing and review of various types of plans. After several meetings between the two departments, the database was enhanced by a member of the Public Works staff, which has allowed for information sharing and better coordination of plan review and processing.

Minutes were recorded and transcribed by the Administrative staff for forty-five public hearings and minutes for thirty-six work sessions were documented.

Summary of Activities

Comprehensive plan amendments/Comprehensive Plan Reviews	2
Conditional use permits	9
Zoning Ordinance text amendments proposed	4
Subdivision Ordinance Amendments proposed	1
Zoning Map Amendments	5
Single Lot Development Plans	3
Site plans/subdivision plan/extensions	9
Site plan/subdivision plan revisions	29
Site plan/subdivision plan resubmissions	27
Record Plats/Easement Plats	19
Preliminary plans	2
Temporary site plans	1
Board of Zoning Appeals agenda items	16
Architectural Review Board agenda items	53
Heritage Preservation Review Board agenda items	45
Planning Commission agenda items	72
Town Council agenda items	100
Surety documents, inspection requests, releases, associated correspondence	294

COMPREHENSIVE PLANNING

Comprehensive Planning Highlights

The Comprehensive Planning staff was active during FY 2002 in providing support for the long-range vision of the Town's cultural and physical development. The state mandated five-year Comprehensive Plan review was completed, leading to the adoption of several priorities and the subsequent approval of a multi-year work program. The Town Council formed a second advisory committee for the Herndon Cultural Arts Center, supported by Comprehensive Planning staff. The staff managed procurement of a contract with Wilson Butler Lodge, Inc. of Boston and the completion of initial feasibility, space programming and site selection work. Towards the end of the fiscal year, the site recommended by the advisory committee was accepted by the Town Council. Comprehensive planning staff coordinated site assessments, appraisals, offer letters and other acquisition tasks, with negotiations getting under way at the very end of the fiscal year. During the year the staff provided extensive administrative support to the advisory committee, including meeting agendas, minutes and a variety of special services for at least eighteen meetings.

Downtown planning efforts continued during the fiscal year. Major milestones included Town Council approval of the general development plans and zoning map amendments (rezonings) for the Herndon Commerce Center redevelopment and the Fortnightly Assemblage. Continuing to work on the outcomes of the 2001 Downtown Charrette, the staff created development projections and a scope of work for a Downtown Traffic Study. A badly-need proposal to update the cost structure of the Downtown Public Shared Parking Program was developed. The public hearing process for a Zoning Ordinance Text Amendment putting these cost changes into effect was initiated at the very end of the fiscal year. Land acquisition was also initiated for the development of an additional surface parking lot for the program. Other downtown improvement efforts included design support for the Town Hall Square and Downtown Streetscape improvements. Engineering design was completed through a firm under the management of Public Works. Comprehensive planning staff provided input and background and also put together a public meeting to review the project and obtain input. Staff continued to participate in the Downtown Business Council initiative of the Herndon-Dulles Chamber of Commerce.

Comprehensive Planning staff supported the update of the Town's Capital Improvement Program and was responsible for overseeing the public participation process, coordination with contributing Town departments, and publication of the adopted document that demonstrates the level of excellence that the Town Council has come to expect of this Program.

Comprehensive Planning includes the transportation planning efforts of the Town, and the highlights in this area include continued participation in the Dulles Corridor Rapid Transit Project during the Environmental Impact Statement/Preliminary Engineering phase. After the events of September 11, 2001, the Town Council passed a resolution in support of accelerating the rail transit alternative. Staff was successful in getting a north side connection at the Herndon Monroe Station included in the preliminary plans and environmental analyses. Efforts to advocate for enhanced vehicular and pedestrian access facilities at this location

continued. Other regional planning efforts included work with the Northern Virginia Transportation Coordinating Council (TCC) to obtain \$529,000 in Federal FY 2003 Regional Surface Transportation Funding for the South Elden Street project and coordination on the Northern Virginia Tax Referendum. The bulk of the transportation work completed by the staff consisted of technical review of traffic impact analyses for land use applications and support for planning and engineering for several town capital improvement projects.

Five-Year Review of the Herndon 2010 Comprehensive Plan. In accord with Section 15.2-2230 of the Code of Virginia, the Herndon Planning Commission reviews the Herndon 2010 Comprehensive Plan every five years to determine if the plan needs to be amended. The Herndon 2010 Comprehensive Plan was adopted on June 20, 1990, and the first five-year review occurred in September 1995. On December 3, 2001, the Planning Commission recommended to the Town Council that the comprehensive plan be amended. It recommended a list of amendment priorities as follows:

- Reorganize the comprehensive plan
- Prepare a transit station corridor area plan
- Revise the Downtown public-private shared parking program
- Improve the Town's residential neighborhoods
- Prioritize and pursue the remaining amendments recommended by the Planning Commission

The Town Council accepted the Planning Commission's priorities and requested that staff develop a general work program that included the scope and cost of these items. Staff presented this work program to the Town Council on March 5, 2002, at which time the Council asked staff to proceed with the proposed program.

Capital Improvement Program (CIP). The Town Council adopted the FY 2003-FY 2008 CIP on June 11, 2002. This CIP contains fifty-nine projects, consisting of forty-four General Fund and fifteen Enterprise Fund projects. This CIP is financially balanced from FY 2003 to FY 2006 and provides significant funding for three top projects: Community Cultural Arts Center, Public Safety Center and Phase 4 of the Community Center. This adopted CIP proposes a \$7,300,000 bond issue in FY 2003 and a \$7,200,000 bond issue in FY 2006.

Development Inquiries. Numerous information requests, development inquiries and discussions on specific properties were completed during the fiscal year.

Rezoning Cases. Several rezoning cases were initiated or completed during the fiscal year, requiring extensive Comprehensive Planning staff support over several months or longer.

- Fortnightly Assemblage, approved 7-9-02
- Herndon Commerce Center, approved 3-12-02
- Herndon Harbor House Proffered Condition Amendment, approved 2-26-02
- Jonquil Lane Assemblage, pending at 7-1-02 (Planning Commission review completed)
- Extended Stay America, pending at 7-1-02
- 703 Bennett Street, pending at 7-1-02 (Planning Commission review completed)

Agreement with the NVRPA for Monroe/Van Buren Street Improvements. On April 24, 2002, the Town and the Northern Virginia Regional Park Authority (NVRPA) signed a Memorandum of Agreement detailing the reconfiguration of the Monroe/Van Buren/Grove intersection. In return for the Town vacating a portion of the Monroe Street right of way, eliminating the Monroe Street road crossing of the W&OD Regional Park and providing a signalized crossing for the W&OD Trail at Van Buren Street, the NVRPA will allow the Town to widen Van Buren Street within the NVRPA property and eliminate the separated grade crossing requirement at the Van Buren Street crossing of the W & OD Trail. The staff is finalizing the road improvement plan and the necessary plats for the NVRPA staff to review. Construction of these improvements is anticipated in FY 2004.

Trails & Sidewalks Program. The Town is implementing the approved Trails and Sidewalks Program, which is part of the FY 2003-2008 Capital Improvement Program. Many of the sidewalks scheduled for construction require land acquisition and/or storm drainage solutions that extend the time frame for implementation.

Sugarland Run Stream Valley Trail. The trail is to be located in the Sugarland Run stream valley lying within the Town of Herndon and is to provide connection from the Washington and Old Dominion Railroad Regional Park (W&OD Trail) to an existing Fairfax County Trail located in Reston Section 49, Parcel A. Comprehensive Planning staff continues to provide grants management and design support for the project while Public Works is managing the design through a contract with Michael Baker Jr., Incorporated. Engineering plans for the trail were completed in the spring of 2002 and a site plan was approved by the Planning Commission on July 1, 2002. Staff anticipates that the project will be advertised for a construction contract prior to December 31, 2002. The project is supported by over \$500,000 in grant funding, including federal Congestion Mitigation for Air Quality funds and Virginia Recreational Trails Program funding.

Comprehensive Plan Amendment – Camp/Martin Properties. On February 12, 2002, the Town Council adopted CPA #01-1, which changes the Comprehensive Plan land use designation of four land parcels from "Adaptive Areas" to "Community Facilities." The Town intends to use this land for the Sugarland Run Trail. The "Community Facilities" designation is appropriate because it applies to present and future public and quasi-public service facilities, including parkland.

Colonial Pipeline Mitigation. On January 29, 2002, the Herndon Town Council approved the second of four remediation projects for the Colonial Pipeline oil spill mitigation program that are proposed within the Town. The project is located along an unnamed tributary of Sugarland Run, approximately 500 feet east of the terminus of Fairbrook Drive. This 1.9-acre forest enhancement, developed by CH2M Hill, is to include stream bank and riparian buffer plantings, tree and shrub cluster plantings and non-native invasive vegetation removal. On January 23, 1998, a Consent Decree was entered in the United States District Court for the Eastern District of Virginia requiring Colonial Pipeline Company to implement a series of restoration actions due to its March 28, 1993 oil spill. During the summer of 2000, CH2M Hill constructed the first remediation project, which stabilized two wetland cells just north and south

of the Cavendish Spur in Runnymede Park. The Town is working with the CH2M Hill on the final two projects along Folly Lick and a tributary of the Sugarland Run within Runnymede Park and the Hunter's Creek subdivision.

Census 2000. The Comprehensive Planning staff served as the liaison with the Census Bureau in the development and execution of the 2000 Census. The Census Bureau has been releasing census data since the spring of 2001. At this time, population, race, housing occupancy, housing tenure and household composition are available. The Census Bureau 2000 population count for Herndon is 21,655. The staff was beginning the process of producing summary data on the 2002 Census at the end of the fiscal year. Tract level information is not yet available from the Census Bureau.

Geographic Information System (GIS). With the assistance of the Community Development staff, the Town hired a new consultant to prepare a GIS Master Plan. The consultant submitted a plan on May 1, 2002. The plan will be presented to the Town Council in September 2002 for approval. Comprehensive Planning staff has been developing GIS skills for several years, and is now using several layers of Fairfax County GIS vector data in addition to aerial imagery to complete planning tasks and to create specialized maps in ArcView software. These pilot efforts are being undertaken on standard Town desktop computers, without any special output devices such as color plotters or printers.

Population Estimates and other Database Development. Acquisition and use of a real estate database for personal computer (PC) programming and planning analysis continued. The staff also prepared the annual population and housing estimate in January. The Commercial Property Inventory database was updated and information on projects in the development pipeline was provided to the Fairfax County Department of Tax Administration staff.

TRANSPORTATION PLANNING

Regional Transportation Planning. The staff continued to participate in the technical committee to the Northern Virginia Transportation Coordinating Council (TCC). Regional Surface Transportation Program (RSTP) funding was approved by the TCC for South Elden Street roadway improvements in the amount of \$529,000 for FY 2003. Review, analysis and interagency coordination were also provided in regard to several transportation and traffic issues related to specific transportation facilities or developments within Fairfax and Loudoun Counties.

Triangle CIP Project. This project addresses street widening and traffic improvements around the triangle bounded by Elden, Monroe, and Van Buren Streets. This project includes the design and construction of traffic signalization at the Monroe-Grove/Van Buren intersection. The Town's consultant has submitted the final engineering plan for this signal. In addition, the consultant has developed, based on Staff's design, an Interim Striping Plan for Elden Street and Van Buren Street. The signal plans have been coordinated with the striping plan for this project, in order to ensure efficient traffic movement for implementation during Fall 2002.

Dulles Corridor Task Force. The staff continued to support the Town Manager, a Task Force member, by monitoring and evaluating studies and negotiations involving proposed Bus Rapid Transit and Rail transit in the corridor. Relevant materials were excerpted to keep the Planning Commission, Town Council and others informed as the project moved forward. The Task Force completed the Dulles Corridor Land Use Task Force Report providing an improved understanding of the land use and transportation integration effects of new development.

Herndon-Monroe Station Northside Access Study. The Town of Herndon Town Council unanimously passed a resolution recommending a preferred alternative for direct access from the Town to the future Herndon-Monroe Transit Station. Staff continued to advocate to representatives of the Washington Metropolitan Transit Authority (WMATA) the Town's resolve to insure adequate inter-modal access for the Herndon-Monroe Station.

Dulles Corridor Fairfax Connector Bus Service. The staff continued coordination with Fairfax County on the implementation of revised bus routes feeding to express bus service based out of the Herndon-Monroe Park and Ride facility. Various routing proposals and accessibility alternatives associated with the Herndon Harbor House and future Fortnightly Boulevard were also explored in cooperation with the Fairfax County staff.

South Elden Street (Dulles Toll Road to Herndon Parkway). Grants totaling \$2,719,000 in Regional Surface Transportation (RSTP) funds were previously obtained through the Northern Virginia Transportation Coordinating Council (TCC) to widen South Elden Street to six through lanes with dedicated turning lanes between Worldgate Drive and Herndon Parkway. Toward the end of the fiscal year, staff pursued funding strategies based on revised projects costs received from VDOT (*refer to Regional Transportation Planning above*).

East Elden Street Improvements (Fairfax County Parkway to Monroe Street). A conceptual design for this project has been completed and approved by Town Council. Town Staff and Virginia Department of Transportation officials held an on-site scoping session. VDOT is now using the Town's conceptual design in their preliminary engineering design work. After the completion of engineering design for the entire length of the project and the completion of ROW acquisition, consideration will be given to pursuing the improvements between Herndon Parkway and Fairfax County Parkway as the initial construction phase. Land acquisition and construction costs will be funded through the Town's Urban System allocation, future Regional Surface Transportation Program (RSTP) allocations and/or other sources.

Downtown Streetscape Improvements. This project now combines Town Hall Square and Downtown Streetscape improvements. Community Development staff continued to provide input to the consultant on the approved concept plan and other background as design work proceeded. A Public meeting was held to review the Downtown Streetscape Improvement Project. Some of the comments generated during this meeting have been incorporated into the preliminary plan. Final engineering and landscape design plans will be completed prior to the end of calendar 2002.

Traffic Evaluation for Development Review. Major traffic impact review efforts involved Fairbrook Business Park, Fortnightly Assemblage, Extended Stay America, and Jonquil Lane. These projects involve task order contract review through Post, Buckley, Schuh and Jernigan, the Town's current transportation planning and engineering contractor.

Alabama Drive Improvements. The project includes street and drainage reconstruction from Elden Street to Van Buren Street. Community Development staff provided support to the Public Works Department in reviewing the consultant's engineering/design plans.

Traffic Engineering Improvement Committee (TEIC). Participated on interdepartmental committee to troubleshoot numerous citizen and Town Council comments and requests relating to traffic and street conditions around the Town.

Certification. The Transportation Planner received certification for Highway Capacity Analysis from the University of Florida, Center for Microcomputers in Transportation, as well as certification as an Erosion and Sediment Program Administrator from the Virginia Department of Conservation and Recreation.

CURRENT PLANNING AND ZONING

Current Planning and Zoning staff reviewed over 770 permits, plans and applications during FY 2002. The items reviewed by the Current Planning and Zoning staff included: site plans and revisions, subdivision plans and revisions, waiver requests, conditional use permits, variances, appeals, ordinance amendments, Architectural Review Board applications, Heritage Preservation Review Board applications, selected building permits, business licenses, zoning permits, and house location surveys. In addition to the above, the Current Planning staff handled numerous zoning violations, zoning verification requests, general land use and development questions, requests for determinations, Chesapeake Bay waivers, address assignments, and administrative approvals of sign permits.

Current Planning Highlights

During the course of this fiscal year the Current Planning staff has been active in coordinating activities and providing support in the Town's efforts to improve regulations governing future development within the Town and the plan review process.

The Current Planning Staff coordinated and assisted Clarion and Associates in the early stages of the Zoning and Subdivision Ordinance Rewrite Project (ZSORP). The consultant completed the first two phases of the project, consisting of project initiation and the Code Diagnosis. The formation and first two meetings of the ZSORP Committee also occurred. During the remainder of the rewrite process, this committee will continue to provide the consultants and the Current Planning staff with valuable input concerning the direction and final content of the document.

To achieve the Town's desire to improve the quality, efficiency and timing of the plan review process, the Current Planning staff worked with the selected consultant, Engineers and Surveyor's Institute, to develop the methodology for updating plan review fees. This project is continuing into the 2003 fiscal year and will include a revamping of the plan review process.

Fiscal Year 2002 is the first full year that the Town has had a full-time zoning enforcement officer. The fiscal year saw the continuation of the Current Planning staff's attempts to update and standardize the zoning enforcement process. These efforts support the Town's commitment to protect property values in the Town and preserve and enhance the residential neighborhoods. The staff strives to assure that enforcement of the Zoning Ordinance is fair and vigorous.

The development of a database, designed specifically for the zoning and property maintenance enforcement effort, was begun during the final weeks of the fiscal year and is expected to be operational in September 2002. The database was designed and created by the Town of Herndon Department of Information Services with material and input from the Current Planning staff, the Building Official and the Neighborhood Improvement Specialist.

Zoning and Subdivision Ordinance Text Amendments

Five zoning ordinance text amendments were reviewed during FY 2001. Three of the amendments, consisting of limitations on parking and impervious surface, and changes to the appeal period for BZA decisions, were approved. One amendment concerning limitations on the number of dogs that may be kept on residential land was disapproved. The fifth proposed amendment remains under consideration and concerns the use of open space in the R-GC district. One subdivision ordinance text amendment was processed and approved. The amendment updated the regulations governing the Town's existing Pro-Rata Share Program.

Zoning Enforcement Activities

The Current Planning staff continued to work with the citizens of Herndon to develop and foster a clean and safe environment for everyone to enjoy. The task of zoning enforcement has been largely divided into investigating residential overcrowding cases relative to the definition of a family ordinance, and the remaining infractions consisting of a wide variety of other residential and commercial zoning violations. In addition to Zoning Ordinance regulations, Current Planning staff enforced the inoperative vehicle ordinance, and attempted to provide assistance to the Building Official in his efforts to enforce the Statewide Building Code.

During the FY 2002 the Community Development staff continued to develop and refine its working coordination with the Neighborhood Resource Center, the Department of Public Works, Police Department and the Town Attorney's Office. This effort was an attempt to combine resources and information to more effectively address and solve enforcement issues. During FY 2002 effort was spent on attempting to improve the enforcement process. A learning period was experienced and some false starts occurred. Attempts to improve the tracking process resulted in minor discrepancies in the final numbers of violations reported and resolved, but the numbers provided below are an accurate account of the number of zoning enforcement

letters generated by the Current Planning staff. During the final weeks of the fiscal year, the violation response process was reviewed leading to formal written procedures and a general streamlining of the process. The benefits of this redesigned process are expected to be seen in the coming fiscal year. The new procedures and the violation database to be introduced in early FY 2003 should provide a refined reporting and tracking process, and an improved response and result timeline.

The staff continued to utilize a combination of surveillance and home inspections to resolve overcrowding complaints. A significant percentage of complaints were found to be unsubstantiated or reflect a problem that is not addressed by the Zoning Ordinance or BOCA. Several overcrowding complaints in FY 2002 stemmed from households that have large gatherings of friends or family throughout the weekend. The visitors are not residents of the household, but the cars and activity pose a problem for or are perceived as a problem by adjacent property owners.

When observations revealed that there was just cause to determine that the address was in violation, warning letters were sent explaining the rules and regulations and seeking a home inspection. The majority of these letters led to home inspections to verify whether or the not a violation existed and to determine compliance. In some instances formal letters of violation (citations) were necessary. The number of letters generated due to overcrowding complaints is:

74	Warning letters
38	Violation letters

There continued to be a decrease in complaints concerning the commercial and industrial areas of the Town. A decrease in complaints, in conjunction with the staff's emphasis on the residential neighborhoods, continued the trend of decreasing commercial violations seen in FY 2001. During the past year, the Current Planning staff processed and resolved approximately twenty-three commercial or industrial zoning violations. These violations included sign violations, failure to maintain a site in conformance with a site plan, failure to screen dumpsters and additional miscellaneous violations. Many of the commercial violations are by repeat offenders leading to fewer warning letters and more violation letters.

14	Warning letters
23	Violation letters

The Current Planning staff continued to remove signs from the right-of-way. Signs were removed once a week or as needed. If a complaint was received concerning a particular sign or several signs, the signs were removed as soon as possible. The staff removed approximately fifteen signs per week on average, or about 750 signs during the fiscal year.

750	Signs removed
-----	---------------

The staff responded to numerous calls regarding inoperative vehicles within the Town limits. In addition, the staff found several cases of inoperative vehicles while responding to other complaints. The numbers below represent a decrease in the number of complaints concerning inoperative vehicles compared to last year.

68	Warning letters
18	Violation letters
1	Vehicle towed

The number of home-based business violations during the fiscal year was fourteen, a decrease from FY 2001. These violations included the operation of illegal home-based businesses, operating a home-based business without a zoning inspection permit, and not adhering to regulations governing a home-based business. Although fourteen violations were found, thirty-five violation letters were mailed, this discrepancy in the numbers is created by repeat offenders and those who ignore the first violation letter.

14	Warning letters
35	Violations letters

There were seventeen cases of illegally parked commercial vehicles during the fiscal year. The vast majority of these cases were quickly resolved although some required additional violation letters.

17	Warning letters
24	Violation letters

Additional miscellaneous violations such as illegal fences and sheds totaled forty-four. A few of these violations led to applications for variances, but the majority of these violations were due to the new restrictions on parking on unpaved surfaces.

44	Warning letters
5	Violation letters

Chesapeake Bay Regulation Review

The Current Planning staff reviewed several requests for properties to be exempted from BMP requirements in the Resource Management Area.

12	Properties exempted
----	---------------------

The decrease in the number of properties requesting exemption from the RMA designation is in part due to the increasing use of bioretention trenches in some of the smaller development projects.

Business License Review

Applications were reviewed for compliance with the zoning ordinance for all new and relocated businesses and home occupations within the Town. Between July 2001 and June 30, 2002, staff reviewed the following number of business licenses:

- 107 Commercial/Industrial Businesses
- 93 Residential/Home-based Businesses

During this period, Current Planning staff became more aggressive in tracking in the number of business licenses approved compared to the number of Zoning Inspection Permits issued. This effort led to several business licenses being revoked due to failure to obtain a Zoning Inspection Permit.

Heritage Preservation Review Board Activities

During the fiscal year, the Heritage Preservation Review Board handled forty-five agenda items for Certificates of Appropriateness. Certificates of appropriateness were approved for building alterations, additions, new construction, demolition, landscaping, and signs. Action by the Heritage Preservation Review Board was as follows:

- 29 approved (with and without revisions)
- 3 deferred
- 1 withdrawn
- 13 discussion items

Of the above applications, ten were sign permits.

Architectural Review Board Activities

The Architectural Review Board handled fifty-three agenda items for exterior building alterations, additions, new construction, related site plans, and sign permits. Action by the Architectural Review Board was as follows:

- 43 approved (with and without revisions)
- 5 deferred
- 0 withdrawn
- 1 denied
- 4 discussion items

Of the above applications, thirty-one applications were for sign permits.

Board of Zoning Appeals Activities

During the past fiscal year, the Board of Zoning Appeals considered fourteen cases. One appeal of the Zoning Administrator's decision was heard during the year and two applications were withdrawn prior to BZA final action.

Summary of actions taken by the Board of Zoning Appeals:

8	Variance requests approved
5	Variance requests denied
2	Variance requests withdrawn
1	Decision Appeals upheld
0	Decision Appeals withdrawn

Assistance to the Building Official

The Current Planning staff continued to provide assistance to the Building Official. Due to cross-training efforts, not all building permits were sent to the Current Planning staff. The Building Official's staff referred only those permits that appeared to have issues related to zoning compliance to the Current Planning staff.

Building Permits Reviewed

5	New construction
13	Decks
21	Additions and renovations
15	Signs
3	Demolition
2	Temporary structures
20	Other/Pending
<u>3</u>	Pools
82	Total

Zoning Inspection Permits (ZIP) Reviewed

The Current Planning staff inspected all new businesses as well as relocated businesses. In addition, the staff issued Zoning Inspection Permits for new residential units and reviewed house location surveys to assure compliance with the approved plan.

109	Commercial/Industrial uses
62	Residential uses
36	House location surveys reviewed for ZIPS
<u>68</u>	Home Based Businesses
275	Total

URBAN FORESTRY

Community Forestry The following is a list of accomplishments and activities completed by the Department of Community Development Community Forestry Program:

Highlights, Tree City USA Awards:

- The Town was one of seventeen towns or cities in the nation to receive the Tree City USA Sterling award. The award was presented to the Town for receiving the Tree City USA Growth award for ten consecutive years.
- Coordinated the Town's annual Arbor Day celebration at Runnymede Park. The Town received the Tree City, USA award for the 13th consecutive year and the Growth award for the 11th consecutive year from the National Arbor Day Foundation.
- Conducted Arbor Day / Earth Day presentations at various locations.

Coordinated volunteers working on various projects as listed:

- Assisted Friends of Runnymede Park with the coordination of the annual Runnymede Park / Sugarland Run stream clean up.
- Assisted Town Naturalist and Friends of Runnymede Park with the annual NatureFest held at Runnymede Park.
- Coordinated litter clean-up projects with various groups in association with the "Adopt-a-Spot" program. The groups included Friends of Runnymede Park, Rotary, Girl Scouts, Boy Scouts, 1st Baptist Church, and individual families.
- Coordinated with the OAR of Fairfax County, Inc. (Opportunities, Alternatives and Resources), which is a community justice organization. Individuals performed community service hours for the Town. The work included weeding, mulching, flower and tree planting and painting.
- Assisted in the coordination of bluebird nest box inspector volunteers. The inspectors checked and cleaned boxes on the golf course, cemetery, and Runnymede Park.
- Eagle Scouts Project Completed:
 - (1) Downtown Herndon: Installation of a 'Peace Pole' and landscaping near the caboose on Lynn Street.
 - (2) Safeway Development Site: Plants rescued/transplanted from this development site and put in pots and moved to the Herndon High School greenhouse. The plants will be used for future planting projects.

- (3) Centennial Golf Course/Runnymede/Cemetery: Repaired and moved bluebird nest boxes. Installed bat boxes at the cemetery.
- (4) Runnymede Park: Building and installation of 4 information stations. Built and repaired rustic benches.
- (5) Runnymede Park: Two invasive plant removal projects. One at the north end of the park and one around the Carroll House.
- (6) Dulles Toll Road behind Hutchinson soccer fields: Planted 250 tree seedlings along the toll roadside of the large hill. Removed guying wire material from pine trees.
- (7) Spring Street Park: Removed invasive plants. Mulched pruned trees and shrubs in Spring Street median strip. Pruned trees causing a site distance problem.
- (8) Cuttermill Park: Painted picnic tables, mulched all trees, built, repaired, and installed bluebird nest boxes, planted flowers, and repaired fencing along the trail.
- (9) Herndon Elementary School: Cleared vegetation in wooded area behind the school for a new 'Habitat Path'. Built and installed bat boxes and bluebird boxes. Cleared vegetation away from an existing trail.
- (10) Bready Park: Planted trees and flowers, created anew landscape bed in front of a park sign, mulched trees, and painted picnic tables.
- (11) Bready Park/St. Joseph's: Removed trees and other unwanted vegetation from the chain link fence located between the two properties.

Certifications

- SAF (Society of American Foresters): Maintained certification as a Certified Professional Forester.
- ISA (International Society of Arboriculture): Maintained certification as a Certified Arborist.
- Maintained certification as a licensed commercial pesticide applicator.
- Maintained certification as an Erosion and Sediment Control Inspector from the Virginia Department of Conservation and Recreation.

Landscaping/Arboriculture

- Assisted with maintenance of irrigation systems on Town Property.
- Coordinated annual flower purchase and planting throughout Town.
- Conducted hazard tree inspections throughout the town. Coordinated hazard tree removals, tree maintenance/pruning, and vegetation control for site distance and sidewalk safety.
- Conducted routine insect and disease inspections throughout the town. One inspection found lilac borers in all of the ash trees in the Pines Shopping Center. The developer was informed of the problem and all ash trees were replaced with different tree species.
- Reviewed and inspected landscaping and tree protection for new site development.
- Assisted with inspections regarding tree/shrub issues on various town projects.
- Utilizing the 'Adopt-a-Tree' program, street trees were planted in the President's area of town on private property. Some of the trees were replacement trees for trees lost during the stormwater management construction.
- Designed and coordinated the installation of landscaping at the new Golf Course Storage bin site.

Town Projects and Community Service

- Continued to provide extension-type services for Town citizens. The assistance included advice on tree/plant selection, insect/disease problems, urban wildlife problems, design ideas, and hazard tree problems.
- Conducted a landscape/tree care workshop for Town citizens.
- Participated in meetings on the Alabama Drive street improvements and various storm-water improvement projects.
- Continued close association with Friends of Runnymede Park, Friends of Sugarland Run, and SAGA High School organizations.
- Coordinated with The Friends of Runnymede Park with the set-up of the 'Nature Tent' at the Folk Fest and the Herndon Festival.
- Acted as a judge representing the town at the Fairfax County Regional Science Fair.

- Assisted Clearview Elementary School with the establishment of a 4th-5th grade garden club.
- Assisted with the memorial garden dedication for Peggy Vetter at Town Hall.
- Assisted with the landscape installation for the Veteran's Memorial at the HMC.
- Assisted with the writing of the Virginia Outdoor Fund grant application for Runnymede Park in the amount of \$125,000. Grant was approved by the Virginia Department of Conservation and Recreation.
- Continued Farmers' Market coordination. Continued the Fairfax County Extension Plant Clinic with Volunteer Master Gardeners.
- Cooperated with the Fairfax County Gypsy Moth office. Forty acres were sprayed in the Town. Gypsy moths were found in very small numbers in other sections of Town.
- Assisted Town Naturalist with various maintenance tasks at Runnymede Park and the various activities including the summer camp and a field trip to the National Arboretum.
- Continued involvement with the Colonial Pipeline resource recovery plans associated with the oil spill along Sugarland Run.
- Assisted DPW at the Herndon Festival.
- Participated in the Neighborhood Resource Center Community Day. General tree and landscape information was distributed.
- Conducted an inspection of the Tralee development and wrote a landscape and tree report for the HOA.

Training

- Attended the Penn-Del Chapter of the International Society of Arboriculture annual meeting in Lancaster, Pennsylvania.
- Attended the Mid-Atlantic Chapter of the International Society of Arboriculture annual meeting in Hagerstown, MD.
- Proctored the registered technician pesticide applicator exam for various town personnel from DPW, Golf Course and the Cemetery. All personnel passed the exam.
- Conducted a talk on Lyme disease for DPW Shop personnel.
- Attended Basic Spanish classes held by the Town.

PLANNING COMMISSION

Site Plans

1. Town Plan #00-31- Elden Street Improvements - Safeway #1689
2. Town Plan #00-32 - Safeway #1689
3. Town Plan #01-15 - Herndon Centennial Golf Course Maintenance Facility
4. Town Plan #01-38 - Landau Property
5. Town Plan #02-03 - Grove Street Extension
6. Town Plan #02-09 - New Dominion Technology Park – H & S Plumbing
7. Town Plan #02-05 - New Dominion Technology Park, Building II
8. Town Plan #02-22 - Sugarland Run Stream Valley Regional Trail

Comprehensive Plan Reviews

1. CPR #02-01 – Comprehensive Plan Review – Vacation of Van Ness Right-of-Way between Elden Street and Fifth Street

Comprehensive Plan Amendments

1. CPA #01-1 - Comprehensive Plan Amendment to change the land use designation of four parcels from "Adaptive Areas" to "Community Facilities."

Subdivision and Preliminary Subdivision Plans

1. Town Plan #01-02 - Ishee Property
2. Town Plan #01-21 - Longhill Property - Van Vlecks Block 4
3. Town Plan #01-24 - Hamner Property
4. Town Plan #02-11 - Plat of Subdivision – 499 Grove Street
5. Town Plan #02-10 – Plat of Subdivision - 555 Grove Street

Zoning Map Amendments

1. ZMA #01-101 - Landau
2. ZMA #01-104 - Herndon Commerce Center
3. ZMA #99-103 - Herndon Harbor House
4. ZMA #01-103 - Fortnightly Assemblage
5. ZMA #02-101 - 703 Bennett Street
6. ZMA #02-102 - Dominion Virginia Power Substation – 555 Grove Street
7. ZMA #02-103 - Dominion Virginia Power Substation – 399 Grove Street
8. ZMA #01-105 – Extended Stay America - 661 Fifth Street and 1021 Elden Street
9. ZMA #01-106 - Jonquil Lane Assemblage

Zoning Ordinance Text Amendments

1. ZOTA #01-01, adding a new Division 10, Animals, containing §§78-1517, Keeping of Pets and 78-1518, Number of Dogs, to Article XII, Supplementary District Regulations, Zoning Ordinance, Herndon Town Code (2000) as amended, to regulate the number of dogs that may be kept on residential land.

2. ZOTA #00-04, amending §78-2, Definitions, §78-6, Civil Penalties and §78-1567, Applicability of article provisions, Zoning Ordinance, Herndon Town Code (2000), as amended, to prohibit parking on front, rear or side yards in residential districts except on a paved surface and to limit the extent of the paved surface.
3. ZOTA #01-02, amending §78-197. Decisions, Zoning Ordinance, Herndon Town Code (2000), as amended, to change the point at which the appeal period from a Board of Zoning Appeals decision begins to run.
4. ZOTA #01-03, amending §78-2, Definitions, §78-6, Civil Violations, and §78-1351, Authority of division provision, Zoning Ordinance, Herndon Town Code (2000) as amended, and adding new §78-1427, Limitation on Impervious Surface, Zoning Ordinance, Herndon Town Code (2000) as amended to limit the amount of impervious surface to a percentage of a lot improved with a single-family dwelling.
5. ZOTA #02-01, amending §78-555, Open space, Zoning Ordinance, Herndon Town Code (2000)

Subdivision Ordinance Text Amendments

1. SOTA #01-01, amending §70-89, Pro-Rata Share, Subdivision Ordinance, Herndon Town Code (2000), as amended, to update the regulations governing the Town's existing Pro-Rata Share Program for the Subdivider's or Developer's Sharing of the Cost of Storm Drainage Improvements.

Conditional Use Permits

1. CU #00-07 – Fairbrook Business Park
2. CU #00-08 - Fairbrook Business Park
3. CU #01-03 - Sunset Venture (Nachazel)
4. CU #01-05 - Montessori Country School
5. CU #02-01 – Dominion Virginia Power - 101 Elden Street
6. CU #02-02 – Agro Sevilla, USA for Dr. McNally - 340 Herndon Parkway
7. CU #02-03 - Dominion Virginia Power Substation – 555 Grove Street
8. CU #02-04 - Dominion Virginia Power Substation – 399 Grove Street
9. CU #01-04 – Extended Stay America - 661 Fifth Street and 1021 Elden Street

Other items

1. Presentation - Traffic Impact Model For Fairbrook Business Park by applicant's transportation consultant as requested by the Planning Commission
2. Resolution to Change the Name "Spring Street" between Elden Street and Van Buren Street to "Old Spring Street"
3. Five-Year Review of the Herndon 2010 Comprehensive Plan
4. Planning Commission and Heritage Preservation Review Board Joint Work Session: Presentation and Discussion of the Downtown Charrette and Public Shared Parking
5. Election of Officers

6. Town of Herndon FY 2003 – FY 2008 Capital Improvements Program
7. Town Plan #01-24 - Application for a Waiver of Right-of-Way Improvements - Montessori Country School

Discussion Items

1. Loudoun County Comprehensive Plan
2. Street Name Changes
3. Zoning Ordinance Revision Project
4. Draft Agenda for Second Joint Meeting with Loudoun County Planning Commissioners
5. Analysis of Town of Herndon Traffic Counts, Year 2000
6. Status of Joint Meeting between Town of Herndon and Loudoun County Planning Commission
7. Community Cultural Arts Center Progress
8. Special Planning Commission work session on November 26, 2001 at 7:00 p.m. – 5 Year Review of the 2010 Comprehensive Plan
9. Design Features for Townhouse Developments
10. Downtown Traffic Study Proposal
11. Transit Oriented Design Study Proposal
12. Reston Charrette

PUBLIC SAFETY

GENERAL

In FY 2002, the Department was authorized to upgrade six police officer positions for designation as Career Development appointments to positions identified as assistant supervisors at a rank of Police Corporal. The Patrol Section was lacking adequate supervisory coverage in the Field Operations Division. Five of these appointments were made during this past fiscal year. These positions have given the agency adequate supervisory availability, which ensures proper behavior, and offers greater liability protection to the Town. In addition, the Department has expanded its Career Development Program (CDP) to allow for more career opportunities, as well as personal development for our officers.

The Department purchased new Truck Weight Enforcement Scales, which are being used by our four Department of Transportation (DOT) certified motor carrier safety inspectors. The weighing of close to 600 commercial vehicles resulted in the assessment of approximately \$42,000 in liquidated damages.

Also during this last Fiscal Year, the Department appointed an officer as Gang Coordinator. This position is a part-time assignment which has assisted patrol officers and Criminal Investigations Section (CIS) detectives in Herndon investigations, which resulted arrests and apprehensions that have brought closure to Herndon Police cases, as well as cases of other local law enforcement agencies. Many gang members have been identified and added to the Northern Virginia Gang Task Force database. Numerous school and community groups have been updated on the presence and demeanor of gangs and their members. Our assigned officer has been utilized in an undercover capacity by agencies such as the Virginia State ABC and the Fairfax County Police Criminal Investigations Bureau.

“The Herndon Police will provide law enforcement and related services, in partnership with the law-abiding public, to enrich the quality of life, and promote a sense of community.”

Herndon Police Mission Statement

This mission statement reflects the importance of partnering with our community. To accomplish this mission, it is equally important to partner with other Town departments. Working together as a team, we have resolved many problems and concerns of our residents and business owners. Our policing practices and procedures are continuously reviewed in support of our mission. Community Policing is an integral part of our delivery of services. The Field Operations Division, with the aid of the Support Services Division, is responsible for the execution of the Department’s Mission. Both sworn officers and our civilian members are committed to our community policing effort and remain focused on the importance of good and responsive customer service.

FIELD OPERATIONS DIVISION

The Field Operations Division is comprised of the Patrol Services Section, Criminal Investigations Section, and Special Services Section, and is responsible for the following functions: Patrol, Criminal Investigations, K-9 Unit, Budget preparation, Procurement and Disbursement, and Traffic Enforcement.

Patrol Services

The Patrol Services Section is the largest subsection of the Field Operations Division, with direct responsibility to respond to calls for service and to implement community-policing strategies. Members of Patrol services responded to 28,630 calls for service.

Staff continued to work diligently to partner with residents and businesses in resolving problems and concerns throughout the community. Each patrol officer is assigned to one of four Community Policing Districts. A total of six officers per district are teamed and referred to as Community Action Teams or CAT. Each CAT is responsible for working with individuals, neighborhood associations, and/or businesses within their district. This affords each district accessibility to one of their assigned officers, essentially around the clock. Narrowing the focus of our officers to these four districts has resulted in officers being more effective in resolving neighborhood issues. This police approach to issues, along with the assistance of other Town departments, is creating a total unified effort that seems to be strengthening the bond between Town employees, thereby, giving our citizens the best service offered by any known public jurisdiction. The Department takes great pride in the continuing progress in community policing.

During the year, work schedules were further adjusted to ensure availability of additional officers during peak hours of operation. The schedule adjustment increased the number of officers during overlap hours.

A very important part of our Community Policing initiative is patrolling on foot or on bicycles. The foot and bicycle patrols have proven to be another way in which improved officer/citizen contact is achieved. Currently, seventeen Herndon officers are bike certified. Officers are encouraged to ride and walk as often as possible during their tours of duty.

Throughout the year, officers provided many hours of volunteer service, actively participating in the community by coaching soccer, football, basketball, and baseball. Officers also provided tutoring for children while off duty. Most of these activities involve participation by two or more officers. A great example of officers working together as a team would be the Department's Explorer Post. The Explorer Post is a dynamic group of seventeen young members, and remains a thriving entity of the Herndon Police force. Guiding these young people as they participate in departmental training, different departmental activities such as, the Herndon Homecoming Parade, the Herndon Festival, and 10K Run gives them some perspective on the law enforcement field to which they aspire.

Criminal Investigations Section

The Criminal Investigations Section is comprised of a Supervisor and four Detectives, who achieved a 58 percent closure rate on newly assigned cases in FY 2002. The section investigated 363 new criminal cases. Of these, 213, or 58.67 percent were brought to closure. Of the remaining 150 cases, thirty-four were placed in the inactive file due to lack of investigative leads.

The Department continues to have one detective assigned to the Fairfax County Police Narcotics Section. This detective works within the Town of Herndon and provides proactive narcotics enforcement. Over the past year, numerous narcotics cases were investigated. Of those, forty-one resulted in arrests and the seizure of money and property. During the year, this position returned approximately \$8,200 in asset forfeitures to the Town.

The Department remains committed to the development, implementation and maintenance of programs designed to prevent and control juvenile delinquency. The Youth Crimes Detective is the Department's primary contact for planning and coordinating activities and investigations relating to juveniles. The Youth Crimes Detective is responsible for programs and functions such as child safety, child safety seats, child identification, and police station tours. Throughout the year, the Youth Crimes Detective gave talks to children at Elementary Schools, civic organizations, and to pre-school age children at day care facilities. Groups such as Cub Scouts and Brownies were involved in discussions on seat belt usage, traffic safety, bike safety, stranger danger, and how to respond to emergency situations of varying degrees. Children were photographed and fingerprinted, and their safety seats were checked. They were shown the police facility, police equipment, and the cruisers with lights and sirens (this is always a fascinating favorite). Children and their parents were taught the laws of Virginia during programs at the Herndon Middle School and at St. Joseph's Parish School. The Youth Crimes Detective coordinated and members attended the Fairfax County Police Camp for kids at Camp Glenkirk with five Herndon children. The Youth Crimes Detective also attended "Read Across America" and "Career Fair" at the elementary schools. The programs and activities were well received by both the children and their parents.

Special Services

The Special Services Section of the Herndon Police is tasked with the enforcement of motor vehicle laws, motor carrier safety and truck weight ordinances, and investigating fatal and serious motor vehicle collisions. This section also coordinates selective enforcement activities, and conducts special traffic enforcement programs and campaigns. The Section supervisor is responsible for several DMV traffic safety grants. In FY 2002, the section obtained \$22,000 in grant funds, which provided equipment and personnel costs to cover the special traffic activities of the Department.

The Department has four Department of Transportation (DOT) certified motor carrier safety inspectors, each of whom must achieve monthly standards of performance to retain certification.

SUPPORT SERVICES DIVISION

The Support Services Division is comprised of the Communications Section, Records Section, Training and Recruitment Section, and the Professional Standards Section, and is responsible for the following functions: ensuring compliance with Records retention schedules; maintaining data and records in compliance with the Code of Virginia; ensuring excellence in training and recruitment by participating in current advanced training and familiarization with current employment mandates; maintaining compliance with national accreditation standards to ensure the Department is guided by tested and proven policies and procedures; and, maintaining positive community relations through an on-going dialogue with local and national media agencies. The Section also oversees the Community Resource Section, which works directly with local Homeowners Associations and Neighborhood Watch groups. The Community Resource Section coordinates community events, an annual large-scale National Night Out event, and various community forums to allow for community outreach and involvement.

Communications Section

Available training for Communications Technicians continues to increase. Some examples of schools they have attended this year are Suicide Training, Hostage Negotiations, Crime Scene Management, and Crisis Management, thereby enhancing their ability to assist in the Department's Mission.

A new Information System consisting of CAD (Computer Aided Dispatch) and RMS (Records Management System) software and MCT's (Mobile Computer Terminals) were acquired, and training completed. Software and hardware are currently in use by appropriate personnel, greatly enhancing Department efficiency.

Despite periodic personnel shortages, the Department's Communications Technicians provided a vital link to accomplishing our mission statement by operating the Communications Center every day, twenty-four hours a day, through the entire year. An estimated 67,000 phone calls were handled, resulting in 28,630 Computer Aided Dispatch entries for officers to be dispatched. Communications Technicians are also responsible for the data entry of accidents, and in FY 2002, entered 728 accidents into the records management system.

Records Section

The Records Section, consisting of two technicians and a supervisor, is primarily tasked with data entry into the records management system. In FY 2001 the section entered 7,076 incident reports, 358 field interview cards, 1,366 arrests, 7,268 traffic summonses, 2,233 parking tickets, and 3,911 pawn tickets, for a total of 22,212 entries.

The Department's process/procedural methodology is consistently reviewed in order to effectively and accurately process and file records. A weekly audit is conducted each Friday to ensure that all reports are received in a timely fashion. Timely submission of reports continues to improve. An automated report is generated weekly to detect errors in reports prior to inclusion

into the State Incident-Based Report, which is produced at the end of each month. This report is forwarded to the State Police for audit and they submit the information to the FBI. The Records Section continues to receive a 98 percent plus accuracy rating.

Departmental records/files are purged in accordance with standards set. The Library of Virginia is accessed via the Internet to assure compliance with the standards of the Virginia Public Records Act.

Professional Standards Section

Policies and procedures are continually updated and distributed to personnel when necessary. In July 2001, a revised Herndon Police Manual was distributed to all personnel. The Manual contains orders, rules, and regulations to ensure that the highest ethical and moral standards are maintained.

The Department underwent a successful inspection by the Commission on Accreditation for Law Enforcement Agencies, Inc (CALEA) assessors in August 2001. In November 2001, Chief Summers, Lieutenant Thunman, and Accreditation Manager Senior Sergeant Amos, appeared before the Commission in San Diego, California, for a staff review hearing. The Committee awarded the Herndon Police Department reaccreditation for three years.

Every effort is made to ensure that Department policies and procedures remain in compliance with CALEA Standards. Members also serve as national assessors for CALEA when needed.

Public Information continued to be disseminated to the media in a weekly activity report and in special reports when needed. The report is also distributed to several businesses, schools, and neighborhood watch groups. Additionally, the report is published on the Town of Herndon web site.

The Community Resource Officer is part of the Professional Standards Section. The Community Resource Officer, along with the Crime Prevention Consultant, coordinates all Crime Prevention activities for the Department. One important activity each year is National Night Out. In August 2001, Herndon participated in the 18th Annual National Night Out. This event was by far the most successful National Night Out to date. Each year, more and more communities participate. National Night Out is designed to: heighten crime and drug prevention awareness; generate support for, and participation in, local anti-crime programs; strengthen neighborhood spirit and police/community partnerships; and send a message to criminals letting them know that neighborhoods are organized and are fighting back. National Night Out affords the opportunity for citizens and their law enforcement officers to become better acquainted through an annual event that addresses a mutual concern. It is the Department's intent that this event continue to grow in prominence as well as in number of participating communities.

Several new Neighborhood Watch groups were started and continue to be active. The Business Watch and Fleet Watch programs are still active.

The Community Resource Officer continues to work closely with the Crime Prevention Consultant and the Town's Neighborhood Improvement Specialist to address neighborhood concerns, and also with Community Development by reviewing site plans and making nationally recognized recommendations.

The Herndon Crime Prevention Council was established, and officers elected. Its purpose is to educate the citizens as to their responsibilities and roles in effective reduction and prevention of crime; support specialized training to citizens in various crime reduction and prevention techniques; provide a forum and a voice for the exchange of ideas pertaining to the prevention of crime; promote the formation and effective operation of Neighborhood Watch, Business Watch, and Fleet Watch; and, serve as a liaison between police, citizens, businesses, Neighborhood Watch groups, and Fleet Watch.. The Crime Prevention Council consists of two members of the Herndon Police; the president of the Herndon Police Citizens Support Team, the president of the Community Police Academy Alumni Association, and six citizens at large.

Members of the Herndon Police are pursuing the Town's certification as a Certified Crime Prevention Community in the State of Virginia's Certified Crime Prevention Community Program. This program was developed by the Governor's New Partnership Commission for Community Safety, and the Virginia Department of Criminal Justice Services.

Personnel/Training

The Personnel/Training section is responsible for all recruiting and hiring activities, the Department-wide training function, the property function, any special projects assigned by the Division Commander, and the Quartermaster function. The transfer of the Quartermaster function to an administrative staff section resulted in enhancing the timeliness of ordering and receiving of uniforms, equipment, etc. The Personnel/Training section also benefited from officers on light duty being assigned to assist until they were able to return to the street. This enabled the Supervisors Manual to be revamped and the day-to-day duties to be handled more efficiently.

The Automated Daily Observation Report and Evaluation (ADORE) system for capturing field training data was implemented and is running smoothly. This program enabled the Field Training Instructor to spend more time instructing and evaluating, and less time hand writing reports.

Mobile Computer Terminals (MCT's) were purchased and are being utilized by all sworn personnel. Training was completed in a timely manner. The MCT enables patrol officers to run listings, warrant checks, write reports, and communicate between officers without going through Communications personnel. This system has given the department great flexibility in the way business is conducted, has decreased radio traffic significantly, and has given the patrol officer a tool, which greatly increases efficiency.

Video Imaging has been installed in one patrol vehicle and training is being developed in its use.

Four job fairs were attended this past year, and advertising of vacancies was expanded to incorporate southwest Virginia, West Virginia, and the Internet. This resulted in a greater influx of applications from the previous year. The added exposure of job fairs, though time consuming, was very beneficial to our process, in that it gave us the opportunity to articulate how quality oriented the Department is. With this increase in applicants, Human Resources began to test on an as-needed basis as opposed to specific times of the year, thus doubling the number of applicants processed.

This past year, a total of 133 individuals were processed for the position of Police Officer, thirty-one were processed for Communications Technician. Of the 133 applicants who were processed for the position of Police Officer, nineteen are still active, seven were hired, and there is one vacancy. Of thirty-one applicants who were processed for the position of Communications Technician, two remain in the process, four were hired, and there are two vacancies. Our applicant pool continues to be very diverse.

The Hiring Manual continued to be updated as needed. The hiring process this past year was significantly strained due to the resignation of several officers. Resources were pooled from different areas of the department to keep the process running smoothly. The use of Fairfax County's physical ability test was very useful in this sense because it freed up Herndon personnel. The implementation of a "Mustering In" process has helped in tracking an applicant from the first day of employment to the first day of Field Training.

All in-service training is up to date, and numerous in-house training sessions were completed to include, VCIN, Force, MP5, Bicycle, and legislative updates.

This year saw the successful implementation of in-service skills training conducted through the Fairfax County Criminal Justice Academy.

CITIZENS POLICE ACADEMY

The 7th Session of the Citizen's Police Academy was successfully conducted and the 8th Session is scheduled for September 2002. From the feedback received from the attendees, this Academy has proven to be a most successful and worthwhile endeavor. As a testament to the success of the Academy, last year's graduates formed a Citizen Police Academy Alumni Association.

YOUTH POLICE ACADEMY

The Youth Police Academy was conducted in July 2001. There were twelve enthusiastic participants. This Academy has proven quite successful among the young attendees, and the officers who taught the various classes felt the Academy was well received and a worthwhile endeavor to be continued into the future. Topics covered included legal issues, DWI enforcement, evidence/forensics, felony traffic stops, K-9 patrol, community relations, and criminal investigations. The age of the attendees ranged from fourteen to seventeen years.

EXPLORER POST

The Explorer Post is made up of teenagers “exploring” the law enforcement field to learn about police work, with a possible eye toward one day becoming an officer. The Explorer Post currently has fifteen members, and is considered an important Department endeavor. Explorers participated at the Herndon Festival, Homecoming Parade, Herndon High School Graduation, National Night Out, Fairfax County Kids Safety Day, Easter Egg Hunt, Antique Car Show, and other events. Explorers attend two meetings a month. This past year, several presentations by officers were given to the members to include: Accident Reconstruction, DUI, Dispatcher Operations, Ethics, Polygraph, Evidence and Collection, Felony Traffic Stops, Searches, and a Legal Class. Officers and Explorers enjoyed a day out together at Kings Dominion. A “Parents Night” gave parents an opportunity to see and learn about the Explorer activities in which their children were involved. The evening was a success.

HERNDON POLICE CITIZENS’ SUPPORT TEAM

The Herndon Police Citizens’ Support Team will celebrate its 26th year of service in November 2002. In its capacity as a separate incorporated auxiliary of the Herndon Police Department, the HPCST serves as another “set of eyes and ears” in providing substantial assistance through innovative means to the Herndon Police and the community. The HPCST has moved well beyond the initial role of neighborhood watch and traffic control. The Team also provides support through language translation, fingerprinting, bicycle patrol, community awareness briefings, child safety seat inspections, parking enforcement and special events. The HPCST donated 2,620 hours this fiscal year.

In FY 2002, the HPCST handicap parking enforcement program was instituted. The resurgence of the HPCST bicycle unit has proven beneficial in this, and other endeavors. Proactive monitoring of the police radio invariably places HPCST members on the scene before officially called. A highlight of the year was the orchestration of the 2nd Annual Classic Car Show. This philanthropic, collaborative effort by the Police and the Support Team benefits St. Jude Research Hospital, and is increasingly popular with Herndon residents and those in surrounding areas.

AWARDS/SIGNIFICANT EVENTS

Dewberry Design Group was selected to design the new police facility. Groundbreaking is anticipated in the fall of 2003, the current target date for completion is mid-October, 2004.

Senior Sergeant Jeffrey P. Coulter, supervisor of the Criminal Investigations Section, was a Division VII second place winner of the 2001 **LEO** Award on March 27, 2002 in Roanoke. The purpose of the **LEO** Awards program is to assist in eliminating auto theft in Virginia by recognizing **Law Enforcement Officers** throughout the state for their special efforts in reducing auto theft. This program is sponsored by the Virginia Department of State Police H.E.A.T. (Help Eliminate Auto Theft) Program. Sergeant Coulter, working closely with the Department’s Gang Coordinator,

gathered information that revealed specific gang members involved in the theft of automobiles. Sergeant Coulter coordinated the preparation and service of a search warrant which subsequently led to the confiscation of 27 filed down master keys used to steal automobiles. Additionally, in an effort to educate the public about auto theft, he prepared brochures for distribution throughout the Herndon community. Brochures were printed in Spanish as well as English, and were distributed to 6,700 homes.

Private First Class James J. Passmore was a recipient of the Virginia Alcohol Safety Action Program and Mothers Against Drunk Driving Award as a result of thirty-nine DUI arrests. This is the third consecutive year Officer Passmore has received this award. Corporal Michael B. Berg was also a recipient, with 33 DUI arrests.

Private First Class G. Warren Brathwaite was selected as Officer of the Year for his outstanding contribution to Community Policing. He has wholly embraced the Community Policing program and has strived to educate himself by attending several seminars, subsequently sharing his knowledge with other Team Leaders and members. He attended Homeowners Association and Neighborhood Watch meetings, attending oftentimes when he was off duty. He established an Internet e-mail address to increase his availability to the citizens in his district.

In addition to Officer Brathwaite, several members were presented awards at the Department's 1st Annual Valor Awards Ceremony in October 2001. Receiving Gold Medals were Sergeant Michael J. Williams and Private First Class Warrie N. Proffitt. The gold is the highest award for bravery and heroism, and acknowledges extreme personal risk and sacrifice above and clearly beyond the call of duty. This award is reserved for recognizing supreme acts of valor. Officer Claudio R. Saa received a Silver Medal. A Silver Medal is the second highest award for bravery and heroism, and acknowledges acts of great personal risk and sacrifice beyond that which is required. A Bronze Medal was awarded to Officer Mikail A. Muhammad, Senior Police Officer Michael B. Berg, Officer Eric Hillebrand, Officer Damien C. Austin, Officer Leonard P. Hurd, and Officer Donald J. Frisco. A Bronze Medal is the third highest award for bravery and heroism, and recognizes acts involving unusual personal risk and sacrifice beyond that which is required. Receiving Meritorious Action Awards were Senior Sergeant John W. Orpin, Sergeant John W. Tacci, Communications Technician Amy K. Lewis, Officer Steven T. Pihonak, and Officer Claudio R. Saa. Meritorious Action Awards are bestowed upon personnel to recognize exemplary action, which does not place the employee in a situation of great personal risk. Meritorious Service Awards were received by Captain Robert L. Presgrave, Captain Darryl C. Smith, Senior Police Officer Michael B. Berg, Senior Police Officer Lawrence Hildner, Records Supervisor Priscilla L. Mowery, and Jorge Rochac of the Herndon Police Citizens Support Team. A Meritorious Service Award is presented to recognize sustained, exemplary performance by an employee within the scope of normal responsibilities.

The Department received 2nd place recognition from the Virginia Chiefs of Police for outstanding work in the area of traffic safety by participating in the Virginia Law Enforcement Challenge.

The Department continues to recommend citizens for a “Certificate for Responsible Citizenship” for their outstanding assistance to the police. Presented by the Mayor, these certificates are intended to recognize good citizenship at the highest level of Town government, and to say “Thank You” from a grateful police department.

The Department’s Survival Spanish for Law Enforcement Officers Course, taught by Corporal Michael B. Berg, SPO Larry Hildner, and assisted by Officer Claudio Saa, continues to generate great interest and demand among other agencies, both locally and out of the metropolitan area. This course became so popular, it had to be strictly limited; however, it continues to be taught by Corporal Berg and SPO Hildner at both the Fairfax County Criminal Justice Academy and the Northern Virginia Criminal Justice Academy each year.

The Virginia Association of Chiefs of Police and the Virginia Police Chiefs Foundation presented their *Life Saving Award* to Officer Steven Pihonak, Senior Police Officer Warrie Proffitt; Sergeant Michael Williams, and Sergeant John Tacci, at the Homestead Resort during their annual conference. These officers were recognized for rescuing a citizen from a burning vehicle. Also receiving an award for *Outstanding Contribution to Law Enforcement* were Corporal Michael Berg and Senior Police Officer Larry Hildner for their Survival Spanish course.

PUBLIC WORKS

GENERAL

Public Works staff has successfully met this years challenges stemming from economic uncertainty and increasing expectation of services. The increased utilization of outsourcing continues to meet expanding mission responsibilities. Critical personnel shortages have inhibited the desired rate of progress in some areas.

A traditionally strong Safety Training Program has continued to improve through emphasis on senior manager involvement in program development.

Significant progress was made in meeting the challenges of an ambitious Capital Improvement Program (CIP). Steady progress was assured with the assistance of General Services and project specific consultant contracts for studies concepts, design, and construction related support. The roster of consultants has increased as a result of proposals received in response to a Request for Proposal issued early in the year that comprehensively addressed recurring staff requirements in addition to the specifics of the CIP. The evaluation of proposals for a variety of services process continues. Consultants have been retained for special tasks such as appraisals, real estate services and noise evaluation.

Staff and supporting consultant services have contributed to the advancement of projects of particular interest including the Cultural Arts Center (Concept/Acquisition), Police Facility (design) and Community Center, Phase IV (design).

Major construction this past year included the completion of the Cemetery ornamental fence, Presidents Area Storm Drainage Improvements, Golf Bulk Storage Facility and the Parkway/Summerfield Traffic Signal, plus initiation of construction on Alabama Drive Improvements and Storm Drainage Improvements in Van Vlecks Subdivision and on Park Avenue.

The refinement in telecommunication franchising and street cut permit management initiated last year have been extended by the creation and initial implementation of an automated data base and tracking system.. This coupled with continued intense field management of permits including restoration, assures minimum disruption to traffic and the quality appearance of the Town's rights-of-way.

Similarly the staff is prepared to use automation to assist with the implementation of expected changes in the Solid Waste Ordinance. Specifically, simultaneous electronic notification of Home Owners Associations when infractions are identified.

The Town Shop continues to provide quality support to an ever-increasing number and intensity of events.

BUILDING INSPECTIONS

The building inspection section issued a total of 249 building permits in FY 2002. This reflects a 43 percent decrease in the number of building permits issued from FY 2001. This total does not reflect the reinsurance of building permits for the rebuilding of the fire damage units at Lionsgate. The building inspections section performed a total of 4,676 inspections in FY 2002. This is a 21 percent increase in the number of inspections performed from FY 2001. Sewer and water availability fees collected during FY 2002 totaled \$365,355.

This section continues to comprehensively enforce the Virginia Uniform Statewide Building Code, including the Property Maintenance Code. As a result, building construction and subsequent occupancy has remained free of major difficulties.

The building inspection section responded to Town Council's direction by continuing to appropriately address programs impacting vacant structures and overcrowded housing units, and other neighborhood improvement initiatives fostered by participating in the Neighborhood Resource Office managed Herndon Neighborhood Advisory Group.

Vacant Structures. The building inspection section continued a pro-active program regarding vacant structures. One violation was sent to vacant property owners. One structure was razed.

Occupancy Enforcement. The addition of a zoning enforcement officer and the subsequent reorganizing of the overcrowding enforcement effort have extended the effectiveness of the building inspection section. The section continued its efforts to control overcrowding by following up on complaints forwarded to the section by the zoning enforcement officer. Two letters requests for unit inspection were sent by the Building Official. Two notices of violations were issued. One case is pending a court hearing.

Cross Connection. In addition to the normal duties of issuing permits and administering inspections, the building inspection section administered the Town's cross connection program.

Pre-treatment. The Federal Clean Water Act and the general pretreatment regulations require the issuance of a sewer discharge permit for certain industrial waste. One sewer discharge permit was originally issued in 1990, and is being monitored for compliance.

Code Violations. Seventy notices or letters of violation were sent to property owners. Seventeen letters and notices were sent to property owners due to high grass complaints. Other violation notices were issued for new construction, property maintenance, trash and graffiti. Four stop work orders were issued in FY 2002.

Town Projects. During the design and development phases of Town projects, the building inspection section provided technical support to other Town departments, including the Herndon Festival, Herndon Crafts Show, Herndon Antique Show, Golf Course Maintenance Facility, Golf Course Bulk Storage Facility, Community Arts Center, Third Street Water Tank, Police Safety Center, Veterans Memorial, Chestnut Grove Cemetery Fence, HMC Modifications,

Town Maintenance Facility Modifications, Ball Field Dugouts, Police Station Modifications plus the Herndon Neighborhood Advisory Committee (HNAG).

Underground Storage Tanks. The building inspection section assisted with the Town's efforts to comply with all Fairfax County, Commonwealth of Virginia and Federal underground storage tank regulations.

Training and Certifications. The inspectors and Building Official attended training seminars conducted by the Commonwealth of Virginia and other agencies. These included Virginia Code Academy Plumbing General, BOCA Code Official Institute, BOCA Performing Non Structural Plan Review, BOCA Residential Code Plan Review and Training and Engineer Wood Systems Seminar. Other professional meetings or conferences attended were VBOCA Region Meetings, VBCOA Annual Meeting and School, WACEL Annual Meeting, VPMIA Code Change Conference, VPMIA Annual School of Instruction and BOCA Code Hearings.

ENGINEERING

The engineering staff reviewed ninety-five site plan submissions, twenty-two site plan revisions, thirty-nine plat submissions, seven as-built site plans, and nineteen building permits for compliance with adopted regulations and sound engineering practices. Fifty-three requests for comment from Community Development were processed on conditional use permits, traffic impact studies and other zoning matters. Also, 155 right-of-way permits (a 50 percent increase from FY 2001) were issued to prevent damage to Town property and insure minimum inconvenience to traffic. The engineering staff completed field inspections on all active site developments including Capital Improvement Projects (CIP) within the Town to insure conformance with approved plans and applicable standards. All CIP projects designed by consultants were reviewed for compliance with adopted standards, generally accepted engineering practices, and coordination with other activities.

Colonial Pipeline Oil Spill Restoration. The oil contamination clean up of Sugarland Run from Carlisle Drive to the Town's northern boundary has been complete for several years. Continuing efforts coordinated by the Virginia Department of Environmental Quality (DEQ) and U.S. Department of the Interior staff have focused on monitoring bioremediation and the ecosystem for further signs of full recovery. The Natural Resource Damage Assessment (NRDA) decree has been negotiated between the Virginia DEQ, the U.S. Department of the Interior, and Colonial Pipeline. As part of this decree several restoration project locations have been identified. Feasibility assessment continues on sites in Hunters Creek, Fairbrook Business Park and Stanton Park.

Old Town Shop Environmental Clean Up. In June 1994, the permit allowing for full remediation was granted from the Virginia DEQ, and aggressive efforts to remove contamination from the Old Town Shop site and flood plain areas began. Based on positive results of data obtained from the operation, maintenance and monitoring, the Virginia DEQ approved closure of this case. All closure activities are expected to be complete in FY 2003.

Young Ave Treatment Plant Site. Staff applied for and received a grant under the Virginia Brownfields Site Screening (BSS) Program. Virginia DEQ administers the program. The grant covers the cost of Virginia DEQ and Virginia Tech staff to perform site screening for environmental hazards and limited testing to assess the site for problems that would keep it from redevelopment. An environmental site survey for buried drums was conducted, and a report was issued in September 2001. Some compounds used in wastewater treatment were found at levels above values set for screening. A site specific risk assessment and additional sampling should be conducted to evaluate suitability once a particular type redevelopment is anticipated.

Contract Engineering. The Engineering Division managed several transportation design Task Orders with Post, Buckley, Schuh & Jernigan (PBS&J). These contracts included preparation of pedestrian signal plans, traffic signal design at the intersection of Summerfield Drive and Herndon Parkway, and Elden/Van Buren street improvements. The Section also utilized engineering consultants for the review of selected private development site plans, i.e. Safeway, New Dominion Technology II. The Section continued management of Old Town Shop environmental clean up project through SCS Engineers and Chester Engineers continued inspection of selected private development projects on as needed basis, i.e. Worldgate Office Complex.

Red Light Violation Surveillance. The Engineering Division initiated and managed a study of red light violations at seven intersections within the Town. Nestor Traffic System, Inc. monitored the violations at these intersections and prepared a final report. The report was presented to the Town Council in July 2001. Consideration of installing red light cameras was deferred. The results of the study were used as the basis for signal modification at the two intersections with the highest frequency of red light runners. Monitoring of accident history at these locations is accomplished by the Traffic Engineering Improvement Committee (TEIC).

Erosion and Sedimentation (E&S) Control. Enforcement of the erosion control ordinance continued with field inspection of construction projects. Compliance notices were issued as required. Most violations were corrected within forty-eight hours.

Traffic Engineering Improvement Committee (TEIC). This committee, chaired by the Director of Public Works, meets bi-monthly to review traffic and road safety issues initiated by staff and/or citizens and interested groups. The Engineering staff continues to initiate or provide technical support for all agenda items. Forty-six new action items were addressed in FY 2002.

Professional Development. The Senior Civil Engineer completed the Program Administration Certification requirements for erosion and sedimentation control and has been certified as Program Administrator in the Commonwealth of Virginia. The Transportation Planner is a qualified Program Administrator and has fulfilled this qualification on the Town Staff since the departure of the Senior Engineer in March 2002. The Engineering Technician became a certified Erosion and Sediment Control Inspector in Spring 2002. The Engineer completed training for stormwater management software in May 2002.

PROGRAMS AND PROJECT MANAGEMENT

Responsibilities of this section included management of public works safety, utilities (water & sewer), solid waste, and streetlight programs. Additionally, the section accomplished specification and plan development, bidding and negotiating, contract administration, construction inspection, and final close out of completed capital projects.

Capital Improvement Program (CIP) and other requirements, requiring concept or design have been substantially supported by consultants selected from proposals received in late FY 1999. Additional consultants have been retained from proposals received in response to a comprehensive service discipline based RFP advertised in early FY 2002. The inventory of old and new General Services/Task Order consultant contract now includes the disciplines of Civil Engineering (multiple awards), Architecture, Transportation, Water and Sewer, Storm Water Management, and Noise. General Services Consultants also support program requirements, e.g. utilities and streetlights. New projects, specifically consultants, include Cemetery Development and Runnymede Park Development.

The combination of General Services Architects, General Services Civil Engineering and Transportation consultants plus the individual project consultants has enabled Public Works to service in a timely and thorough manner the increasing scope and complexity of the Capital Improvement Program (CIP) and other public facility requirements. Task Orders contracted in FY 2002 total \$599,427. Expenditures totaled \$391,307. Project specific consultant contracts in FY 2002 totaled \$1,004,737 and expenditures \$250,877.

Signalization. This joint program with VDOT is designed to increase the efficiency of traffic movement throughout the Town. The FCC granted an extension for the construction period for the four licensed 900 MHz frequencies that will provide communications for this project. Staff completed development of design and specification package with VDOT. Construction began in late summer of 2001. Project completion in the field is anticipated in the late fall of 2002 including installation of a closed-loop computerized traffic monitoring and control system in the Town Shop, Traffic Control Center.

Alabama Drive Improvements. Construction began during the summer of 2002. Construction of the Town's first installation of a video detection system for traffic control is a part of this project. Construction is anticipated to last until the summer of 2003.

Golf Course Maintenance Building. The project to construct a new golf course maintenance facility in the same location as the current facility has been placed out for bid in the summer of 2002. Award of a construction contract is anticipated to occur in September 2002, with construction work anticipated to begin in the fall of 2002. Project completion is estimated to occur in by the end of 2003.

Golf Course Storage Structure. Construction took place during the mild winter and following spring of 2002. Construction of the facility was completed in the summer of 2002, under budget. The Golf Course immediately began using the facility in the summer of 2002.

Cemetery Master Plan. In the summer of 2002, an architectural consultant was retained to design several components of the cemetery master plan, including an administration building, a small maintenance facility, park area improvements including a columbarium and mausoleum, an urn garden area, road widenings, road closings, and perimeter landscaping to enhance the recently constructed cemetery fence. Design is expected to occur in FY 2003.

Van Buren Street Improvements. This project is an effort to improve the traffic flow and roadway conditions on Van Buren Street in the vicinity of the Post Office and the W&OD trail. An agreement has been signed with the NVRPA in the spring of 2002 regarding the signal controlled trail crossing. Engineering work is ongoing and should be completed by the close of 2002. Construction is anticipated in 2003.

Van Buren/ Grove Street and W&OD Trail Crossing Signalization. This project is a coordinated effort with the NVRPA to provide an improved crossing for the W&OD trail at Van Buren Street. The project includes signals at the trail crossing, as well as the Van Buren/Grove intersection to the north. The engineering design of this intersection is in its final stages, with construction anticipated to occur in 2003 in coordination with the above noted roadway improvements. Easement acquisition is underway in the summer of 2002.

Herndon Parkway & Summerfield Drive (north) Traffic Signal. Construction took place in the spring of 2002. This intersection utilizes the newer LED lamps in some of the signal heads, with a resultant decrease in maintenance and energy costs expected.

Herndon Parkway & Spring Street Traffic Signal Improvements. The engineering design of this project was completed in FY 2002. Construction of the new signalization and roadway improvements is scheduled for FY 2003.

Worldgate & Van Buren Pedestrian Signal Improvements and Monroe & Elden Street Signal Improvements. The design effort for these two projects was completed in the spring of 2002. Construction is projected for FY 2003.

Rock Hill Road & Sterling Road Traffic Signalization. Throughout FY 2002, the Town has worked in conjunction with Loudoun County on the design review and various required agreements for the construction of this traffic signal. The Town Attorney has worked in coordination with the Public Works department to review the agreements for the installation and subsequent ownership of this signal. Loudoun County will be constructing this traffic signal, which will then transfer ownership to the Town through VDOT and be integrated into the Town's signal system.

Community Center Phase IV. A feasibility study for the expansion of the Community Center was completed by an architectural design firm in the fall of 2001. A modification to the most favorable building scheme was subsequently studied, with a resultant second-floor future expansion kept as an option to investigate in the design phase of the project. Funding was subsequently approved in late FY 2002 for construction of the proposed expansion. Architectural and engineering design services will be contracted for in the fall of 2002 for this expansion project.

Sugarland Run Trail. This 5,000 foot long Trail will connect to W&OD trail and the Fairfax County Trail. The plans call for the removal and replacement of four bridges. Design is approximately 90 percent complete.

Town Hall Improvements and Downtown Streets. Concept for Town Hall Square is nearing completion. Street design is ongoing. Many acquisitions will be required in addition to utility relocations.

Runnymede Park Development. A consultant evaluation committee is evaluating proposals for preparation of site and design of master planned facility.

Herndon Police Facility. Design is contracted. A variety of conceptual site plans have been evaluated which highlight the challenge of accommodating police and public works parking requirements in the same area. Design for one or more phase can be completed in approximately six months once site layout is resolved.

Herndon Veterans Memorial. This project was constructed and dedicated in FY 2002. The obelisk-shaped gray granite monument that stands over twelve feet high atop its granite base, is a smaller replica of the monument dedicated to Captain Lewis Herndon at the Naval Academy in Annapolis. Beautifully landscaped and circled by three brass commemorative plaques. The monument was dedicated on Memorial Day, May 27, 2002 when more than 500 people gathered on the Town Green to witness the event.

Depot Visitor's Center. This project provided a new exit landing with handicap ramp, emergency alarms and upgrades to the HVAC system. Also, security enhancements were installed at the request of the Herndon Historical Society. These included the installation of custom designed museum quality Plexiglas security cabinets to permanently house historical artifacts, as well as a video

Wayfarer Signs. Twenty-two wayfarer directional signs were installed throughout the town. These signs were located on the major access roads, and direct travelers to the Depot Visitor's Center in the center of Town. General design of monumental Town entrance signs is complete. This design will be site adapted for Dranesville Road and Sterling Road (replacements).

Combined Drainage and Street Improvements, Little Street Improvements, Tyler Street Improvements, and Presidents Area Drainage Improvements (Jackson, Jefferson, Madison Streets). Construction began mid-spring of 2001, and completed including several scope increases in FY 2002.

Cemetery Fence. Construction was completed in late summer 2001.

First, Third, Grant and Monroe Drainage Improvements. The contract was awarded and relocation of utilities has begun. Construction of piping is anticipated to begin in FY 2003.

Monroe Station Drainage. Design is complete. Development of final plats for acquisition is underway.

Station Street Improvements. Final design underway. Right of Way acquisition areas are identified. Acquisition efforts to begin in fall of FY 2002.

HMC, Council Chambers, and NRC Electronic Access System. Implementation of an electronic access system for these three facilities occurred in FY 2002. All three buildings utilize automatic door locking after business hours for security. Town employees were issued individualized electronic keys for building access after business hours.

Real Estate Appraisal Services. To support the growing needs of the various projects in the CIP and involving acquisition requirements, the department advertised for real estate appraisal services in late FY 2002. Selection of an appraisal consultant will occur in the late summer of 2002, with contract award anticipated in the fall of 2002.

Community Center Pool Whitecoating. A completely new surface was constructed for the Community Center's swimming pool in the late summer of 2001. Construction took place under a limited time frame during the facility's annual summer shutdown. Construction work was completed on schedule and on budget.

Automated Water and Sewer Management System. Supervisory Control and Data Acquisition (SCADA) system Phase I and II have been completed. Water Tank monitoring and control and the Sewer Meter Monitoring have been online since January of 2002. Fine tuning and adjustments to the system are being made as needed. Design for Phase III and IV will begin in FY 2003.

Lead and Copper Program. The water sampling for FY 2002 required by this federally mandated program has been completed. Test results were reported in the Annual Drinking Water Quality Report. Results showed that all thirty tests for lead and copper well under regulatory requirements. The next sampling will be done between July 2004 and September 2004.

Sanitary Sewer Infiltration/Inflow (I&I) Program. A program to document I and I flows has begun with the Alabama Drive rehabilitation project. As areas of inflow and infiltration are identified portable meters will be set to record flows before and after the "Insituform" rehabilitation process is completed. Staff will shortly begin a survey with homeowners to assess whether any areaway drains from the home might be connected into the sewer system.

Abandonment of Water Well. Town Staff acquired permits and conducted field investigations that produced data that allowed the town to abandon this forty-five foot deep well on the Town's property at Van Buren and Jefferson Streets.

General Water and Sewer Programs. The Programs and Project Management staff is responsible for the monthly service billing from The Fairfax County Water Authority and Fairfax County Water Analysis Laboratory. Reports sent out each month include The State of Virginia

Water Use Report, Bacteriological Report, and Average Chlorine Residual Report. Annual or Biannual Reports include The Lead and Copper Report, The Yearly EPA Mandated Consumer Confidence Report and The State of Virginia Annual Water Withdraw Report. New requirements by The State of Virginia and The EPA have resulted in producing a new location map of test locations involving TTHM and HAA5 sampling. Sewer responsibilities include Sewer Conveyance Billing Payments to Fairfax County and Monthly Sewer Flow Reports also to Fairfax County.

Staff is investigating new regulations by the EPA that require the town to develop and implement a capacity, management, operation and maintenance Program (CMOM) for the sewer collection system.

Water and Sewer Projects.

Current Projects include:

- Commercial Water Meter Automation Project
- Consultants have completed all studies and research and staff is reviewing consultant recommendations.
- Water Main Design Standards. Final review of the consultant draft is ongoing.
- GIS Mapping of Underground Utilities Phase I, in the Worldgate area, is complete. Staff is reviewing the proposal for Phase II.

Environmental Protection Agency (EPA) Water Testing Programs. New program activities have originated as a result of regulatory activities by the EPA. Halo Acetic Acids sampling and Consumer Confidence Reporting (CCR) are now active regulatory efforts that are being implemented by the Department of Public Works. Test results and reporting for Halo Acetic Acids are now being conducted on a quarterly basis. Results to date have been below regulated levels. The CCR was published and mailed to all customers as required prior to July 1, 2000. All water quality parameters are within allowable limits.

Water Meter Replacement Program. Identification of defective meters continues to be an effective, cost saving program. Commercial meter replacement is to be coordinated with the results of the Remote Meter Reading implementation study contracted in FY 2001. New upgrades to the AS400 financial accounting system are under consideration to improve meter failure analysis and continuous monitoring.

Water and Sewer Rate Study. Capacity analysis is underway to determine future needs. Projections based on growth and system demands are being prepared and will be used to consider near future capacity purchase requirements. This effort will be aided by the Water and Sewer GIS mapping project.

Fairfax County Water Authority (FCWA) Occoquan and Lorton Facilities Rehabilitation. Town costs for the new facilities and methods of financing have been established through negotiations with the FCWA. Wholesale customers and FCWA have reached a preliminary agreement. The Town has retained the right to purchase capacity from other wholesale customers. Capacity analysis is underway to determine future needs.

Water Tank Inspection. A tank inspection was completed on the Alabama Drive water tank in coordination with a wireless telecommunications installation that occurred in the spring of 2002. This coordination effort saved inspection costs that the Town otherwise would have incurred.

Telecommunications Facility Leasing. AT&T installed a wireless telecommunications facility on the Alabama Drive water tank in FY 2002. Verizon Wireless has a pending application in for a wireless installation at the Third St water tank. Verizon has upgraded the telephone service at the Alabama Drive tank with fiber-optic communications, and has a pending application in for a similar upgrade at the Third St water tank. Fees collected for the lease of space on the Town's water tanks directly supports the Town's Water and Sewer fund.

Office Automation. Training in Computer aided drafting, GIS software and other applications are ongoing. Installation of the recently developed Herndon GIS map base from files provided by Fairfax County is being completed at the HMC and the Town Shop. Development of GIS project files for mapping utilities, street projects as well as other applications is now in the planning phase. A document scanning workstation has been purchased and is anticipated to be installed in the fall of 2002. Public Works has developed an electronic database for its drawings and plan sets. This is an ongoing effort to catalogue the complete inventory of construction plan sets.

Street Lighting. Activity associated with developer-sponsored installations has increased significantly. Lighting systems in the planning stage include the Downtown Street Improvements design effort.

- Dominion Virginia Power is in the beginning installation phase of a major Town-wide street light upgrade. A total of sixty-nine newly installed lights some with new poles and existing fixture replacements are being upgraded.
- New streetlights have been installed on Spring Street directly opposite from the Spring Glen residential development. The Town, worked closely with the Spring Glen Homeowners Association on implementing this improvement on Spring Street.
- In response to citizen requests, Third Street from Monroe Street to Caviler Drive has eight streetlights in the Fairfax County offices awaiting approval.
- New historic style streetlights are planned to be installed on Station Street from Lynn to Center Streets, with the Fairfax County approvals pending.
- New street lights are scheduled be installed adjacent to the Montessori School, at the corner of Van Buren and Alabama Drive.
- Responding to the request of the Parkway Plaza Home Owners Association, the Town managed the upgrade of all street and site lights within the subdivision.
- After an accidental fire at the Lionsgate residential subdivision in Downtown destroyed historic style streetlights on Center Street, the Town immediately restored and replaced of all the damaged streetlights.

- Three different preliminary designs of historic style street lighting are now being developed for Pine Street.
- Due to repeated vehicular damage, the double-masted streetlight in the median at the intersection of Herndon Parkway at Elden Street near the Giant Supermarket is being reinstalled to a more protected position.
- Fifty-seven developer submissions were reviewed in FY 2002.

General Water and Sewer Projects. Water system capacity analysis integration with GIS concept completed. Integration using the base GIS provided by Fairfax County will begin in FY 2002. Alabama Drive water and sewer replacement design was 90 percent complete at year-end. This project is to begin construction in FY 2002. Proposals are currently under review for update of Town water and sewer construction and design standards. Design for replacement of older watermain segment on Monroe Street is underway. A policy has been established for Sanitary TV services re-inspection and is being considered for construction with Monroe-Station Drainage Improvements.

Sanitary Sewer Infiltration/Inflow (I&I) Program. Portable meter placement in areas for continuous monitoring of sub-sheds and trunk lines continues. Design to reroute areaway drains to storm sewers is being completed with the Alabama Drive street rehabilitation project. The SCADA high flow sewer alarm system is near completion and will be activated in August 2001. Plans are being developed to study water use vs. sewer flows

WASTE MANAGEMENT - REFUSE/RECYCLING

This section manages and implements the Town's waste management plan approved by the Commonwealth. Tonnage's reported below are for FY 2001 and 2002. Major programs include:

Recycling Collection Center. The Town's recycling center completed its eleventh year of operation at the Public Works Complex. The center recycles newspaper, cardboard, metal cans, glass, plastic bottles, and phone books.

Curbside Recycling. The Town's curbside collection system generates revenues as a result of the used paper market. The Town received \$5.10 per ton for newspaper.

Yardwaste Collection. Yard waste tonnage for the year increased in FY 2002 compared to FY 2001.

White Goods and Scrap Metal. The tonnage of white goods and scrap metal collected decreased slightly from FY 2002. In both FY 2001 and FY 2002, the Town received \$12.27 per gross ton for recycled white goods and scrap metal.

Office Recycling. The Herndon Town offices continue to recycle white office paper, aluminum cans, plastic, and glass containers, setting an example for other businesses in the areas.

The white office paper is collected and provided to the Herndon High School's SAGA program and any revenue generated goes directly into the SAGA scholarship fund.

Commercial Recycling. The Town's solid waste ordinance requires larger businesses within Herndon to recycle. Smaller businesses may also voluntarily recycle. Smaller businesses may utilize the recycling collection center, or contract with a private recycling company.

Recycling Tonnages

<u>Category</u>	<u>FY 00</u> tonnage	<u>FY 01</u> tonnage	<u>FY 02</u> tonnage
-----------------	-------------------------	-------------------------	-------------------------

Recycling Center

Phone Books (receiving \$45 a ton)	26.70	19.68	15.52
Cardboard	90.14	94.37	96.41
Newspaper	145.69	140.51	126.06
Plastic Bottles/Glass	29.51	37.87	26.32
Metal cans	7.37	7.04	9.50
 Total Tonnage	 299.41	 319.73	 273.81

Curbside

Commingled	405.95	404.90	465.58
Newspaper	538.80	500.59	419.90
White Goods	94.83	113.77	111.64
Yard waste	1,530.35	1,168.76	1,609.86
Tires	8.73	7.79	5.60
 Total Tonnage	 	 2,195.81	 2,612.58

Commercial

Nonferrous	35.5	37.5	38.3
Ferrous	1,166.8	1,205.3	1,237.5
Newspaper	1,021.1	1,322.2	1,101.1
Cardboard	817.3	703.5	615.3
Office Paper	596.0	536.02	483.4
Mixed Paper	314.7	333.1	317.7
Used Motor Oil	309.0	297.1	273.8
Chemical/Solvents	303.0	305.0	306.0
Food	14.8	16.7	17.1
Plastic	74.1	72.0	75.3
Glass	44.2	45.0	45.9

Refuse. The refuse crews collected over 6067.87 tons of general refuse during FY 2002. This reflects an increase from FY 2001 total of 5971.59 tons.

Semi-Annual Clean-Ups. As publicized in the Town calendar, The Observer, and on HCTV-23, fall and spring clean up collections were conducted. Debris was collected with no additional fees. Wood and furniture from the fall and spring clean ups are transported to I-66 Landfill. The revenue from FREON recovery from the appliances collected, and the cost of direct hire labor to assist with Semi-Annual cleanup are as follows:

	<u>FY 00</u>	<u>FY 01</u>	<u>FY 02</u>
Freon recovery -	\$ 504.00	\$1,333.00	\$ 900.00
Labors finders -	\$3,435.51	\$3,685.90	\$3,804.80

Bulk Items. Two hundred forty voluntarily requested special collections of furniture and appliances were accomplished in FY 2002. A fee of \$25 is charged for this service.

Container Rental. This program offers the rental of a ten cubic yard roll-off container to the public. The program disposes unwanted bulk items at a cost of \$50 per rental. Both individual residents and Homeowners Associations (HOA) use this program. Ninety-eight containers were rented in FY 2001. Number of containers rented in the FY 2002 increased to 146. We have encouraged HOA to use twenty and thirty cubic-yard containers as appropriate (at increased fee). Most HOA rentals occur on weekends.

Can-It Program. The notification phase of the Can-It program continued in FY 2002. This Town-wide educational effort aims to encourage compliance with that portion of the Town Code, which requires all refuse placed curbside for pickup to be placed within a can. A manila colored door hanger distributed by refuse crews, alerts residents that they are not in compliance. During FY 2002 the Tralee Homeowners Association assisted with a concerted educational effort within their subdivision, achieving 100 percent compliance.

Roadside Litter. Litter patrol of roadways, parks and schools occurs daily. Three hundred sixty one man-days were used collecting debris in FY 2002. (953 bags) from roadways during FY 2002.

WATER SERVICE

The water service section performed the repair and maintenance of water mains, valves, water storage tanks, meter vaults, and fire hydrants. The following work orders were completed during the fiscal year:

¾" house water meters installed	154
1" water meter installed	5
1 ½" water meter installed	26
2" water meter installed	23
3" water meter installed	16
4" water meter installed	1
Service breaks repaired	9
Water main breaks repaired	9

Fire hydrants repaired	10
Fire hydrants replaced	4
Fire hydrants repainted	478
1" water tap	2
Water lines located	4,891
Water valves replaced	3
Water valves repaired	31
Service fire hydrants	478
Raise water valves (paving)	26
Hydrants marked	54
Fire flow tested and flushed	10
Water lines test pitted	0
Monthly meter books read	12
Vaults & Wells checked	244
Well lots mowed and trimmed	27
Town Hall fountain cleaned and filled	56
Meter crocks and lids maintained and replaced	708
Sidewalk sections replaced	12

The Town's water distribution system increased from seventy-eight miles of line in FY 2001 to eighty miles of line in FY 2002. The bacteriological water-sampling program continued at locations throughout the Town to assure that the water was free of contaminants. The results of the routine trihalomethane testing of the water system were below the EPA allowable standard.

The Town's water leak detection contractor, a firm that surveys the line valves, hydrant valves, and service lines to detect water leaks, completed an annual survey of the water system. Leaks were found at three fire hydrants and one valve. Also, the contractor pinpointed the location of two water main breaks.

The commercial water meter-testing program was continued to ensure that inaccurate meters were replaced and accurate bills were provided to commercial establishments. Installation and testing of backflow prevention devices continued.

The Town's meter mechanic section completed the following tasks during FY 2002:

House calls	2,834
New meter installed	93
Meters pulled for testing	422
Water samples	397
Quarterly samples	80
Trihalomethane – 48	
Haloacetic Acid – 32	
Lead and copper samples	0 (No samples required FY 2002)
Jumpers" installed	154

The water section assisted the contractors for the capital construction on Little Street, Jefferson Street and Jackson Street plus assisted telecommunications leasers of the Alabama Drive water tank. The tank was drained for AT&T for the installation of antennas and drained for inspection after it was painted. Section installed an altitude valve at the Parkway water tank and assisted SCADA installation contractor. The drinking fountain at Town Hall was replaced and the water service and drinking fountain at the Golf Course was repaired. Other sections were provided labor for snow removal, refuse and recycling collection, spring and fall clean-up, the Festival, Town calendar delivery, Big Truck Week and numerous other Town events. The section made repairs to services, which were damaged by fiber and utility companies. Other projects included water service and hose bib at the Carroll House and worked with Fairfax County Park Authority to install a French drain at Bruin Park

SEWER SERVICE

The sewer service section maintained and repaired sewer metering stations and sewer lines to include flushing mains, checking sewer flows and monitoring sewer connections. The following work orders were completed during the fiscal year:

- Manholes repaired	45 each
- Stoppages cleared	2 each
- Utility Locate Tickets	4,891 each
- Pump station and meter station serviced	30 each
- Manholes raised for paving	10 each
- TV inspected storm sewers	1,408 feet
- Degrease	660 gallon
- Dye Tests	20 each
- Lateral Repairs	3 each
- Storm drains flushed	2,500 feet
- Clean flumes	twice a month
- Sanitary mains flushed	125,164 feet
- Storm drains flushed	2,500 feet
- Survey of sanitary sewer mains	35,255 feet

In addition the sewer section supported the 2001-2002 paving program (raised ten manholes), performed maintenance on sewer equipment, inspected sanitary sewer lines and manholes for bond release, performed inspections daily of all the problem sewer areas in town, performed maintenance, and daily inspections of the town's sewer metering stations, cleaned meter flumes four times a month or when needed, performed weekly inspections and maintenance of the town's two pumping stations, down load and turn in monthly reports from the permanent meters and water tanks, collected flow data with portable meters and monitor manholes and lines during heavy rains, looking for inflow and infiltration (I&I).

Investigated resident complaints and took the appropriate action to resolve the problem (twenty-five complaints were inspected with two requiring the Town's action to resolve). Other maintenance services, customer services and cross section support includes: inspection of

resident laterals with TV camera, die testing laterals to verify owner complaints (approx. twenty tests), servicing pump station and meter station, maintaining SCADA system, inspecting and servicing the Town's flapper valves monthly, maintaining sewer trunk lines accessibility by bush hogging and weed eating, supporting Grounds Section by bush hogging and mowing fields, supporting street and water sections by flushing streets after excavations, supporting special events such as Festival, Friday Night Live, Fourth of July, and Big Truck Week, snow removal, storm clean-up and supplying the refuse section with drivers and laborers, assisting with special pickups, supporting the repair of water main breaks, The section also applied approximately 600 gallons of grease cutter, ensuring sewer trunks remained free of grease.

As a part of the maintenance program, the sewer service section flushed 125,164 feet of sanitary sewer mains during the FY 2002. Using television apparatus, the Town inspected 35,255 feet of sewer mains during FY 2002 and performed root cutting 6 times. Approximately 3,720 feet of sanitary sewer mains were reconstructed during fiscal year 2002 using the cure in place rehabilitation process.

The Inflow and Infiltration (I&I) Monitoring Program continues with approximately sixty separate depth readings and analyses identifying numerous serious I&I problems. Repairs were completed, thereby reducing the risk of backups and unnecessary conveyance and treatment charges. In cooperation with the Fairfax County Sanitation Division, increased emphasis will be placed on the larger mains serving the Town and County. Portable meters were used to provide controlled monitoring on the major trunk lines & studying the impact of new construction on the Town's sanitary sewer system such as Lionsgate and the Fortnightly Project.

Employees within the sewer service section mowed grass on trunk lines and metering stations twice a month, assisted with the collection of refuse and recyclables by providing drivers and laborers, also helped with special pick-ups. Abandoned well at Gaslight Square and filled with concrete. Provided support to the water crew for water breaks, supported ground crew with bush hogging and mowing of fields. Supported street crew by marking utility tickets, snow removal, and emergency work as needed (weather related or caused by contractor). Occasionally supported police efforts. Provide support to building maintenance and for special Town events to include the Festival, Friday Night Live, Big Truck Week, etc. Flushed streets for mud and debris remaining from contractor or Town excavations. Inspected resident laterals with TV camera. Maintained sewer and water SCADA system.

STREET MAINTENANCE

During the fiscal year, the street maintenance section completed the recurring tasks:

- | | |
|--------------------------------------|----------|
| - Steel posts replaced | 8 each |
| - Traffic light bulbs replaced | 14 each |
| - Driveway culvert pipe replacement | |
| - Concrete pipe (T&G) replacement | 247 feet |
| - Storm sewers cleaned and inspected | 219 each |

- | | |
|--|-------------|
| - Asphalt placed in repair of potholes | 602.82 tons |
| - Miss Utility locate markings | 4,891 each |
| - Work Orders | 184 each |

The street maintenance section also accomplished the following spot maintenance or improvement and cross section support.

- Removed the roadway used at Cavalier drive air stripper. This involved taking up the surge stone, hauling in clean fill dirt and grading area. Surge stone was salvaged for use with future projects. (Approximately 300 tons of stone).
- Asphalt patching and repaving both entranceways at the Cemetery after completion of the new fence contract.
- Reconstructed Dranesville Road between Fillmore Street and Park Avenue. Roadway was undercut by Town forces and replaced. Annual paving contractor completed final paving.
- Enlarged the driving range at the Golf Course. Also overlaid asphalt golf cart paths and constructed minor additions.
- Removed the house at 150 Spring Street. Also seeded and strawed the area in which the house was removed.
- Provided labor, equipment and materials for three major snow and ice alleviation operations.
- Constructed storm drainage at 761 Monroe Street. Cleared brush and trees, installed three structures and 247 feet of concrete pipe. Hauled in clean fill dirt, regarded and seeded.
- Assisted Building Maintenance in remodeling the Mayor's Office and offices at the HMC in Community Development.
- Assisted Fairfax County GIS department helping them upgrade their storm sewer map for the Worldgate area. This work involved measuring structures and pipe sizes.
- Accomplished routine maintenance of roadway ditches and culverts, sidewalks and asphalt roadways.
- Assisted Traffic Signal section with pavement marking, sign maintenance and traffic light maintenance.
- Removed graffiti at 930 Barton Oaks, 1136 Stevenson Court sound walls, Golf Course Bridge over Herndon Parkway, Alabama Drive, Florida Avenue on the pavement, 741 Campbell Way, and Magnolia Lane. Removal was accomplished by power wash and repainting as necessary.
- Constructed a dog kennel for the Police Department at the K9 officer's residence, which involved digging out the area, pouring concrete slab and setting the kennel.
- Re-grouted brick sidewalk on the Town Green behind the HMC building.

- Hauled 160 loads of excavated debris from water breaks, street sweeping and street repairs during the year to County landfill.
- Removed and replaced the broken Plexiglas from the bus shelter on Alabama Drive, removed and replaced the shelter on Elden Street and Grant that was hit by a car. Removed two shelters on Alabama Drive due to the capital construction. Installed one shelter on Elden Street and Van Buren at the Resource bank.
- Constructed connector trail in sidewalk network at Bready Park. Trail installed connects W&OD Trail and Bready Park complex.
- Removed asphalt from road shoulder, cut out the ditch line and regarded for positive drainage and plant trees vicinity of Haines Paving.
- Collected 438.67 tons of leaves during the annual leaf collection program.
- Provided labor and equipment for various Town events including the Herndon Festival, Homecoming Parade, Folk Festival, 5K race, Big Truck Week and Big Truck Day at Floris Elementary.
- Assisted with security of buildings, equipment, and Town property after terrorist attack on September 11, 2001, and during the weeks that followed.
- Provided labor and equipment for several major road closings including Jackson Street and 1130 Elden Street for gas breaks, 1217 Magnolia Lane for house fire, and Herndon Parkway due to accident involving pedestrian fatality.
- Repaired the wood bridges on Sugarland Run Trails, cleaned out the ditches and culvert pipes. Trimmed trees from trail and added gravel to washed out areas. Cleaned trash and debris from creek bed.
- Repaired guardrail on Herndon Parkway at Summerfield Drive.
- Provided labor, equipment and materials for the Veterans Memorial Dedication and assisted in the program presentation.
- Supported the spring and fall cleanup by labor and equipment as needed.

TRAFFIC ENGINEERING

The traffic engineering section is responsible for the repair, upgrade, maintenance and testing of traffic signals and associated equipment within the Town. Also, the installation and maintenance of all signs and pavement markings within the Town. Related activities include completing signal traffic counts, speed studies, vehicle counts, truck counts, special request counts and utility locate markings.

Additionally, this section serves as a technical resource for the TEIC and provides guidance regarding the installation, maintenance and operation of the automated closed loop traffic signal system, with coordination and assistance from the Town's program management section and VDOT.

ACTIVITIES

- Responded to over 150 signal complaints from town staff as well as citizen of Herndon. Complaints range from bulbs out, (signal as well as pedestrian) to requests to check timings. A large number of complaints also involved our CLS contractor.
- Storms, the basic cause of power outages for traffic signals, required the increased use of generators this year with twenty-two outages. Our CLS contractor installed external receptacles on the control cabinets for easier, and quicker access to connecting the generators safely to the signal cabinets.
- Thirty miscellaneous signal repairs were performed this year, including cabinet repair, pedestrian push buttons, loop detection and replacing loop amplifiers.
- Ten loops were replaced this year, in support of pavement milling operations.
- Three new traffic signals were installed this year by contractors with town inspections.
- One signal modification was started this year. Delayed due to developer. Other modifications were preformed by other contractor under Closed Loop System Project.
- Four pedestrian push buttons required replacement this year.
- Timing adjustments were made this year in compliance with VDOT's timing plans to have 4 sec amber timings in various locations.
- Conflict Monitor testing was performed twice this year. Last testing preformed in January 2002. All Conflict monitors tested, to date. Twenty-six were rotated in the field. Conflict monitors are being rotated within the CLS contract. Each location will be upgraded with new revision of software.
- Three signal inspections were accomplished in support of new construction.
- A significant level of signal maintenance has been performed through the CLS project throughout the year. The contractor has upgraded, changed phases, added traffic system loops in various locations throughout the town. Any and all changes were performed under VDOT contract.
- Sixty-nine supplemental vehicle counts have been performed.
- Thirteen speed studies/special studies were also performed.
- Reports of traffic counts were sent to appropriate staff element.

- One annual vehicle count report was performed.
- Miss Utility Locates Requests remained as high as in the past with a reviewed of in excess of 500 requests. Approx. 178 actual ticket requests required locating.
- Four sign studies were performed. Resulting in installation of new signs as well as relocation of others.
- One hundred fifty new signs installed, with a majority of posts being replaced.
- Twenty-two signs replaced this year. Maintenance of eighty-two signs.
- The installation and removal of public hearing signs increased, with 180 signs installed this year.
- A total of thirty-one yard sale signs were removed from signal poles and signposts within Town right-of-way.
- Installed one new flasher this year on Herndon Parkway at the approach of Cavendish Street - Outer Loop.
- One hundred two Plans/Reviews were conducted this year with fiber companies installing additional duct in areas of traffic signals.
- Two 5K races and one 10K race were supported this year by setting out cones and signs for public direction of detours.
- Layout of pavement marking was preformed for three roadways this year.
- Three new installations of traffic signal intersections were installed. Another was modified.
- Painting of roadway markings were preformed by Town employees including crosswalks, stop bars and arrows.
- Street markings were applied to include printing of 4,881 feet of crosswalk lines, 1,418 feet of crosswalk blocks, 2,249 feet of stop bars, forty-seven single arrows and twenty-one double arrows.
- Supported nine Transportation Engineering Improvement Committee (TEIC) meetings.

BUILDING MAINTENANCE

The Building Maintenance section serviced many requests and challenges. Several of the Towns buildings were renovated by adding additional offices spaces to include the Herndon police station and the Herndon Municipal Center. The effort provided a unique and valuable training experience for the members of the building maintenance department.

The HVAC maintenance systems of several Town facilities were realigned by installing an effective preventative maintenance regimen resulting in improvements in the performance and life of the aging and diversified units currently in place. Additional trouble shooting and diagnostic responsibilities were undertaken which have decreased over all yearly cost, while providing on the job training for the mechanics department.

Building Maintenance performed specific preventative maintenance at the Aquatic Center, Community center, Public works Complex, Herndon Police Department, Herndon Municipal Center, Neighborhood Resource Center, Herndon Golf Course, Industrial Strength Theater, Bready Park Ball Fields and Concession Stand, Town hall Facility, Town Depot, Town Chambers, and Associated Rental Properties owned by the Town.

Building Maintenance provided setup and custodial support for day and evening meetings scheduled for the Town Council Chambers and Chamber Conference Rooms; to include the Town Council Work Sessions and Public Meetings, The Planning Commission, Community Development, Boy Scouts, Cultural Arts, The Architectural Review Board, and the Zoning Appeal Board.

Provided Setup and custodial support for the Weekly Fairfax County District General Court Sessions held in the Town Chambers.

Provided twice a week custodial support and maintenance for the five public bus shelters; to include removal of signs taped to the Plexiglas, removal of graffiti and gum, sweeping the concrete base, picking up and removing trash and cigarette butts and repairing damaged and vandalized frames.

Monitored the Custodial support provided by the cleaning contractors at the Golf Course Clubhouse, the Herndon Municipal Center, the neighborhood Resource Center and the Herndon Police Department.

Provided Electrical support for various events to include the annual Christmas tree lighting, the Twenty-Second Herndon Festival, the Thursday Night Concert series, the Friday Night Summer Concert Series, and the annual Fourth of July Celebration.

The Buildings Maintenance section provided general maintenance and repairs in support of all the Town Buildings and rental properties. Additionally, provided support for the numerous activities and events held weekly and annually. The Building Maintenance Department responded to approximately 920 work orders during the fiscal year, and the average completion time per work order was approximately 8.5 days. A brief description of highlights follows.

Supported the interior rearrangement at the Town Shop that included a proposed conference room, operations & control center, and a new traffic control center. The Shop HVAC ducts were inspected and cleaned. Installed Emergency Generator Transfer Switch for emergency power at Town Shop.

In the Community Center and Aquatic Center the gum floors, racquetball court floors (3 each) and the Multipurpose Room floor were refurbished and refinished. The bleachers in the gym were repaired and the Aquatic Center bleachers replaced due to their poor condition. All the restrooms and the two locker rooms were painted as well as all the exterior doors around the facility. All the lights and ballast over the pool and the pool deck were replaced. The Grout to the Ceramic tile deck was repaired in both locker rooms including in the shower walls and around all the drains. The Grout was repaired around the entire perimeter of the pool as well, (including the drains).

Various repairs to the Community Center Roof, sprinkler system, electrical system, plumbing system, and HVAC System.

Bready Park. At this location the large, and the small pavilions were repainted. The concession stand was repainted and the vandalized door was replaced. Replaced all spent ball field lights. New dugouts were constructed at the softball field. Damaged benches were repaired around the children's play area.

Herndon Municipal Center. The Automatic Magnetic Locking System to the HMC, NRC, and Chambers were completed. Repairs were made to the garage ceilings, the sprinkler system, repaired the cobblestone deck on the town green around the stone planters and walk way and the fire door to the interior stairwell. All of the corridor walls in the building including the lobby area were repainted. Rugs throughout the HMC were cleaned and also had the stone floor stripped and refinished. The Supply and Exhaust Ducts for the HVAC System completely cleaned. The compressor to Chambers was replaced and repairs made to miscellaneous items relating to HVAC systems. Pointing the exterior walls is underway.

Council Chambers. Inside the chambers new L.E.D. Exit lights were installed to replace the non-working exit lights. New auto flush valves were installed in both public restrooms. Purchased and installed a new ice machine. The HVAC ductwork was cleaned and sanitized.

Town Hall. Carpeting on the second floor level was replaced. Auto flush valves to the restrooms were installed. All walls and ceilings on the first floor levels (five rooms total) were soundproofed. The conference room was converted into the Delegates office on the first floor. The slate roof was repaired.

Herndon Police Department. Renovated rooms to create new offices for the detectives. Had new carpeting installed in new offices and records department. Had the HVAC Ductwork Cleaned and sanitized throughout the facility. Installed new data lines, telephone lines and electrical service for the newly placed office trailer located in the parking lot.

Herndon Golf Course. Replaced non-working exit lights with new L.E.D. Exit Lights (fire code violation). Painted the exterior clubhouse and adjacent cart barn. The HVAC Ductwork was cleaned and sanitized to improve the quality of air.

Miscellaneous Activities. Support for the installation of a booster pump at the middle school ball fields was provided.

The Building Maintenance Department continues to move forward with its goal of providing quality and timely service to the Town of Herndon residents and Town employees. We believe that it is the special attention we provide that makes our support exceptional.

GROUNDS AND SPORTS FIELD MAINTENANCE

The grounds maintenance section continued to maintain Town grounds and right-of-way although considerable effort was diverted to support special events and to assist other Town operations. The section manages grounds maintenance, which are essential to supplement the grounds section to achieve the quality of support required.

The grounds maintenance section completed a general upgrade of athletic fields and Town-owned properties. Provided general ground maintenance for all Town and Fairfax County parks within the Town to include refuse collection, mowing, fertilizing and over seeding. Play equipment is inspected and maintained in Town parks. The Herndon Middle School and the Herndon Elementary School sports fields are also maintained. Sixty-five acres of the publicly owned rights-of-way were maintained, including Town entrance areas.

Other general responsibilities also included: removal of snow from roads and walkways; emergency response to storm damage problems; planting of trees and flowers on Town properties; leaf collection and chipping of approximately 1,711 trees during the Christmas tree recycling program.

Recurring Event Support. The grounds foreman and section provides overall planning coordination as well as support to many major events to include the following.

Herndon Festival. The entire Town Shop staff supports this event: planning set up during event to support and daily cleanup plus breakdown after the event. This is a four-day event that takes several weeks to set up and break down. This event required 2200 man-hours with DPW support costing \$46,440.

Friday Night Live. This event consist of sixteen Friday night concerts to include the sale of alcohol. The event is followed up with a Saturday post clean up due to the size of this event. Fencing, gates, trash cans and banners are set up and taken down weekly. This event averages about forty-six man-hours each week. Ten man hours are set up, twenty-six are overtime man hours required for support during the event and ten overtime hours are posts clean up man hours on Saturday. The cost of Town support for the event averages \$1,200 a week.

July 4th Activities. This event requires two stages to be set up, one at Bready and one at Herndon High School to include setting up Emergency Vehicle lanes into the High School. A post clean up is required on the firework site. A large number of cones and no parking signs are used. The 2001 event was rained out at the last minute. An extra day was required to hold the event. This event requires an estimated 280 man hours.

Farmers Market. Support is requested to set up and break down this event. We set out cones and signs. Deliver 2 tents, 4 chairs and 2 tables in the absence of John Dudzinsky. This is not a weekly requirement. This takes 4 man-hours to set up and break down this event. This support is needed around 4 times a year.

Summer Concert Series. Each event requires set up and take down of a banner. The event is eleven weeks. This event requires 4 man-hours each event totaling an estimated forty-four man-hours a year.

Labor Day Jazz Festival. This is a one-day event. This event is supported by three shifts due to its size. The event uses a large number of tables and rented tents. Also a stage is set up. This event requires an estimate 100 man-hours. About thirty man-hours are pre event loading the rest is over time. A twelve-man crew is broke down into three shifts. Four men do the set up. Two men work during the event. Six men do the break down and put all the materials used for the event.

Homecoming Parade. This event requires the closing several streets and the posting of no parking signs in the downtown. A stage is erected. An estimated eighty man-hours of overtime are required.

Industrial Strength Theatre. An estimated fifteen times a year the Theatre requests from Parks and Recreation the lift or piano to the theatre and then return it to the Community Center upon completion. This requires an estimated sixty man-hours. This takes two men per event.

Post Prom Party at Worldgate. Fifty tables and up to fifty chairs are delivered to Worldgate for a prom party. This takes an estimated sixty-four man-hours. This requires an eight-man crew.

Town Calendar Delivery. The entire shop helps in the delivery of Town Calendars. This can take several days to complete. Each house and Business receives a calendar placed at their door.

Holiday Decoration Installation. The Grounds and Building Maintenance department hang all of the street banners in the downtown and supervise the contractor in installation of the street banners on Elden Street. All of the light poles in the downtown are wrapped and some decoration is done inside the Town owned buildings as well. At present approximately eighty telephone and light poles receive decorations.

Holiday Refuse Collection. After major holidays the crew supports in trash collection.

Christmas Tree Recycling. Approximately 1,800 trees are chipped over a two to three week period. A large amount of the chippings are delivered to Runnymede Park where residents may come to obtain them and also for park use.

Emergency Storm Work. Work to be completed as needed. High water signs are installed and streets closed with barricades. Tree removals are also accomplished.

Emergency Watermain Support. Support as needed. To include closing streets and call in Miss Utilities.

Arbor Day. One lane of the Parkway is blocked off with an arrow board and cones for extra parking and sound equipment and miscellaneous materials are delivered and returned to the Community Center upon completion. This event is estimated at fifteen man-hours. (Cost-\$600*)

Folk Festival. This is a one-day event. This event is broke down into three shifts due to it size. The event uses a large number of tables and rented tents. Also a stage is set up. Several bales of hay are set out and the front of Lynn Street is closed. This event requires an estimated 130 man-hours. About thirty man-hours are pre event loading. A twelve-man crew is broke down into three shifts. Five men do the set up. Two men work during the event. Five men do the break down and put all the materials used for the event back into storage the same day of the event.

Police Car Show. Barricades and cones are set out at the major intersections in the downtown. Upon completion they are returned to the shop. Seventy-five cones – twelve barricades. Future shows will receive limited clean up efforts.

Herndon Olympics. Two sets of bleachers are delivered to Hiddenbrook pool and then returned to the school the following day if six men are used and it takes an estimated twenty-four man-hours.

Easter Egg Hunt. The inflatable balloons, generators and miscellaneous materials are delivered to Herndon High School. This event requires two men during the event and an estimated twenty-five total man-hours to load and unload. (Cost-\$400*)

Community Center Antique Show. Because of the heavy equipment required to move pool tables, a six-man crew is sent to complete this task. Twenty-four estimated man-hours to complete this task.

Town Picnics. The grounds crew supports the set up and break down of all town events. This might require the setting of tables, grills etc.

Community Day. This event takes place at the Neighborhood Resource Center and is a one-day event. This event is broke down into three shifts due to it size. The event uses a large number of tables and rented tents. Also a stage is set up. This event requires an estimated 100 man-hours.

Nature Camp. This event requires a tent and four picnic tables to be set up at Runnymede for a month. The tent is return to the Community Storage area. This takes about forty man-hours to set up and break down.

Boy Scout Projects. Events like installing the Peace Pole or mulching and painting in the Town owned properties require our support.

Planting Donated Flower. Each year Mr. Francis donates about 3,000 plants to be planted at the Herndon Community Center.

Historical Society Set-Up. General support to include tables and chairs to be set-up in the lobby.

Special Projects:

September 11. Emergency Procedures were followed and assistance for security was provided as required.

Community Vigils. Several vigils were held in response to September 11. This required stage set ups, podiums, etc.

Veteran Memorial Dedication. This event was a large event were tents were rented and large wooden floor had to be installed. Four hundred chairs were rented. (Cost-\$10,475)

Monroe Street Storm Drainage Improvements. Trees were removed and the Storm Sewer was installed. This was a large project and took several weeks to complete.

Jefferson Street Drainage Improvements. The area in front of Haines Paving was graded and landscaped.

Grant Street Drainage. The sod was removed and the ditch was regraded on the corner of Park Avenue.

Bready Park Trail. Support the street crew in the installation of the asphalt trail at Bready.

Dranesville Road Improvements. Reconstruction of the road in front of Herndon Elementary School the grounds section assisted the Street Crew in this large effort.

Police Trailers. Help install conduit and place trailers.

Golf Course Driving Range Tee Reconstruction. Hauled over seventy-five loads of fill dirt to golf course to re build golf tee.

Install fence behind dug out at Bready Park. Support dug out effort.

Branch Drive Improvement. Hauled out large stone and added new dirt and seeded to assist the Street section.

Booster Pump. Installed booster pump to Herndon Middle School Automatic Irrigation System to provide better coverage for the irrigated fields.

Stock Room Improvements. Relocated the stock room so that additional office space could be created.

Furniture Move from 590 Herndon Parkway. Relocated donated furniture to HMC and the Shop from a down sizing Dot Com Company.

Add a safety wood chip called Fibar to Playgrounds. A safety wood chip (fibar) was added to Cuttermill, Trailside and Haley Smith Parks. This material should be installed to a twelve-inch depth so that it helps if someone was to fall off the playground equipment.

Little Street Drainage and Landscaping. Installed culvert, and landscaped the end of Little Street.

GENERAL SERVICES AND VEHICLE AND EQUIPMENT MAINTENANCE

The general services/vehicle and equipment maintenance section provided control and support for the public works complex operations, field crews and other departmental and Town activities. This section maintained and repaired the Town's vehicles and equipment; managed the fleet by preparing service reports based on vehicle mileage and operator request, and tracked all repairs, fuel consumption and vehicles history.

Maintenance requirements continue to expand as the automotive and equipment fleet is increased. Considerable employee resources are necessary to keep critical elements of the fleet in safe operating condition including the refuse packers, police vehicles and equipment items where there is no redundancy, i.e. the street sweeper, sewer flush truck, etc.

Administered all vehicles and equipment including purchase, sale, title and registration, accident processing and inspections. New vehicles purchased this year are as follows:

Program Management – Chevy S10 pickup truck

Building Inspections – Chevy S10 pickup truck

Vehicle Maintenance – Ford 1 ton pickup with utility body

Refuse – platform body for existing roll off truck (purchased but not received)
Streets – GMC single axle dump truck with plow and sander
Streets – Ford 1 ton pickup with utility body
Streets – Bobcat skid steer with planner, sweeper and cement mixer attachments
Sewer – GMC single axle dump truck with plow and sander
Sewer – 1 ton conversion van for use with the sanitary TV system (purchased but not received)

General Services also prepared requests for quotations and requisitions, ordering of materials, inventorying of stock and tools, issuing and charging supplies to appropriate accounts, as well as project accounting for all Shop activity centers at the public works complex. Support is provided for all Town departments as well as supervising maintenance contracts for various public works maintenance programs and projects. Fleet mechanics helper position was reclassified this year to include yard management responsibilities. Along with mechanical duties this title includes receiving and unloading shipments, daily fuel tank readings as well as equipment and material sign out and tracking.

Developed specifications for and completed purchases of equipment and vehicles authorized by Town's Annual Budget. Procured services and supplies for operating at the public works complex. Developed requests for quotes to purchase products and services for all Shop activity centers.

The section completed project accounting, preparation of requisitions, ordering materials, inventorying of stock and tools, and issuing and charging supplies to the appropriate accounts.

Supported the Department of Finance with yearly inventory and auditing activities, and updating DMV fleet listing.

Warehoused and received materials and supplies for Town maintenance activities.

Provided fuel for all Town vehicles and equipment through process of monitoring underground tanks and managing input and download of fuel information. Managed the fuel operations to insure compliance with State regulations.

Supported Traffic Engineering for marking, stripping, signage and detours. This section provided traffic engineering assistance and actively participated in the Traffic Engineering Improvement Committee (TEIC) for the design of traffic lights, street signage requests, and changes in traffic patterns.

Provided employee evaluation management, purchasing, budget preparation, and administrative support for all operations at the public works complex. Also provided some drafting support for various activity centers.

The mechanics, fleet manager, general services administrator, and office assistant attended various training seminars. This included training at the GM Training Center, ASE certifications, Purchasing, CFA, GIS software and Professional Development.

Recorded expenditures and submitted quarterly payment reports for the Virginia Department of Transportation to insure the Town receives over 1 million dollars in reimbursements annually.

Completed 1,235 vehicle and equipment work orders including those involving State inspections, preventative maintenance, and minor and major repairs. Completed additional work orders involving warranties, accidents, and other requirements such as purchase, sale, tags and titling.

Prepared cost and billing information for minor public works construction projects and support for capital construction.

Supported the Traffic Engineering Improvement Committee. Assisted Town efforts to comply with the Manual on Uniform Traffic Control Devices.

Big Truck Week – This has become an annual event that allows a fun opportunity for children and adults alike to see the Town's big trucks and heavy equipment on display. This event is held in conjunction with National Public Works Week in May and helps increase awareness of the many roles of Public Works and the Town. This year we had about 1,200 children and adults attend and had a total of fourteen vehicles and equipment on display.

OPERATIONS CENTER

The Operations Center receives, prepares, executes, monitors and provides feedback for Town-wide requests for service. The Center handled approximately 2,400 work requests. Work requests were prioritized for quick resolution with an emphasis placed on resolving safety issues. The center provided a centralized point of contact for citizen and other Town operations to ascertain status of Town Shop programs and activities. The center facilitated the support of the Miss Utility Program by receiving, copying, distributing, tracking and providing timely responses to over 5000 "tickets". Operations Center Staff facilitated repair of reported street light outages through the cooperative use of the Dominion Virginia Power web-site and person to person coordination.

Staff manned the emergency response center during seven snow and ice alleviation events. Staff provided assistance with vehicle dispatch and manpower allocation. Similar support was provided throughout the year in response to several emergencies. These emergencies included water breaks, gas line breaks, high water and flooding events, high wind tree damage and various power outages that impacted Town buildings and traffic signals.

The Contract Inspection and Utility Marking Section, a subsection of the Operations Center managed telecommunications permits emanating from sixteen franchises to assure construction, traffic control and restoration are accomplished to Town standards, and in a timely manner.

The supervisor and inspector regularly reviewed and approved in excess of 350 Right-of-way/Street Cut Permits and provides inspection services. The section also inspected various Town construction projects. To insure the work is being performed correctly and in accordance with contract, State and Town specifications.

FY 2002 Annual Repaving Program which last year placed in excess of 3,000 tons of asphalt and monitored the milling of 35,000 square yard inches.

The section has been an asset to the Town in assuring compliance and providing a greater degree of quality to the work accomplished while minimizing disruption to citizens and the public at large.